

Kempsey Shire Council



Macleay Valley Coast Holiday Parks Future Park Development - Engagement Report

February 2021



Acknowledgment of Country

Locale Consulting acknowledges the Dughutti people, the custodians of the land to which this plan applies. We pay our respect to all Aboriginal people of this land and to Elders past, present and future.

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Contents

Executive Summary	1
1. Introduction	8
1.1 Report purpose	8
1.2 Overview of existing Holiday Parks	8
1.3 Overview of consultation activities	9
2. Consultation outcomes overview	11
3. Consultation outcomes by holiday park	12
3.1 Grassy Head Holiday Park	13
3.2 Stuarts Point Holiday Park	20
3.3 Horseshoe Bay Holiday Park (South West Rocks)	27
3.4 Hat Head Holiday Park	35
3.5 Crescent Head Holiday Park	45

Executive Summary

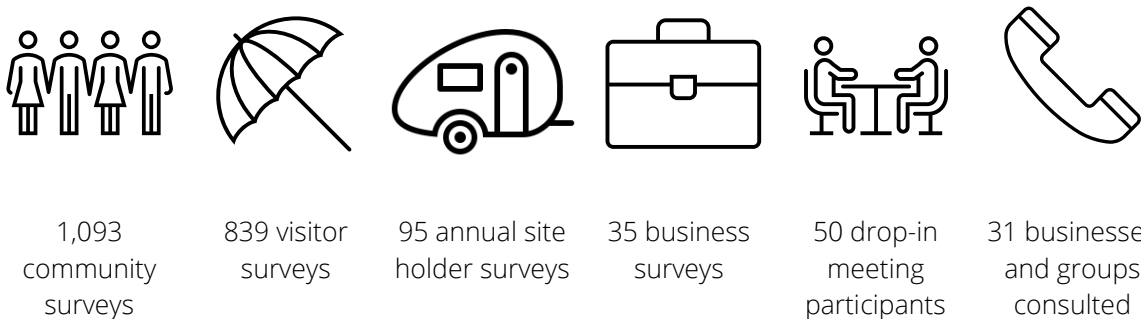
Project background

The purpose of this Future Park Development - Engagement Report is to assist provide a record of outcomes of consultation undertaken in considering future potential changes, and to provide strategic direction for, the future development of holiday parks managed by Kempsey Shire Council. Council operates five holiday parks under the Macleay Valley Coast Holiday Park (MVCHP) business unit being:

- o Grassy Head Holiday Park
- o Stuarts Point Holiday Park
- o Horseshoe Bay Holiday Park (South West Rocks)
- o Hat Head Holiday Park
- o Crescent Head Holiday Park

Consultation activities

In considering the possible options for future development of the respective holiday parks, a series of surveys, telephone and drop-in discussion sessions were held to gain a better understanding of local community and site user views. The consultation activities provided a large volume of information relating to the holiday parks. In summary, the consultation activities included the following:



Future holiday park development

A number of recommendations have been made for the future development of each holiday park based on the outcomes of the above consultation activities. In addition, a series of key themes and emerging design directions have also been identified to assist in establishing a long-term strategy. These are outlined below for each site.

Grassy Head Holiday Park

Key themes and subsequent design directions that are readily able to be identified through the consultation process include:

- o Desire to retain a simple and natural character to the area, being a major drawcard of the site for many of its visitors

- Future development to be respectful of the area and to be well integrated into the surrounding vegetation wherever possible
- Integrating additional facilities within the Holiday Park, including higher quality visitor 'basics', such as an upgrade to the amenities and provision of a camp kitchen
- Providing better integration between the Holiday Park and the day use area to its north, including potential for new play elements and facilities
- The need to retain the low-key caravan and camping character of the area, whilst addressing the need for upgrades and improvements to meet an evolving market, including for higher quality accommodation options
- The need to resolve a position and provide clear communication for annual holiday van owners, to be based on outcomes of the Social and Economic Impact of Annuals process and the findings of this report

Based on these, and the detailed consultation outcomes presented in this report, the following recommendations are made:

GHHP Recommendation 1: Identify opportunities for additional cabins within the Entry / Parkside Precinct, including relocation of annual sites if required and subject to outcomes of the Social and Economic Impact process and any resulting strategies.

GHHP Recommendation 2: Otherwise, generally retain existing annual sites within the Entry / Parkside Precinct in the short-term, with a transition to tourist sites over the longer-term and subject to outcomes of the Social and Economic Impact process and any resulting strategies.

GHHP Recommendation 3: Whilst generally retaining low-key camping and caravan sites throughout much of the Beachside Precinct, consider options for a small number of well-integrated safari style tents within the area.

GHHP Recommendation 4: Install a new, small camp kitchen that adjoins the existing eastern amenities building, increasing the availability of facilities for all Holiday Park guests.

GHHP Recommendation 5: Investigate and address drainage concerns with respect to the Beachside Precinct, with potential to increase the number of tourist sites in the Entry / Parkside Precinct over the longer-term to assist in avoiding lower-lying locations.

GHHP Recommendation 6: Consider options for improving the broader day-use area, including its safe integration with the Holiday Park such as through dedicated pedestrian pathways that avoid the central road alignment.

GHHP Recommendation 7: Future holiday park designs take into consideration the feedback themes and emerging design directions as outlined.

Stuarts Point Holiday Park

Key themes and subsequent design directions that are readily able to be identified through the consultation process include:

- Desire to retain the riverside character to the area, being a major drawcard of the site for many of its visitors

- Future development to be aimed at increasing the quality of the facilities, more in line with the recent upgrades of the adjoining public foreshore reserve area
- Integrating additional facilities within the Holiday Park, including higher quality holiday park 'basics', such as improved amenities in the south of the site and camp kitchen within the foreshore area, whilst ensuring proximity requirements under the appropriate regulations are being met
- The need to retain the low-key caravan and camping character of the area, whilst addressing the need for upgrades and improvements to meet an evolving market, including for higher quality accommodation options
- The need to resolve a position and provide clear communication for annual holiday van owners, to be based on outcomes of the Social and Economic Impact of Annuals process and the findings of this report

Based on these, and the detailed consultation outcomes presented in this report, the following recommendations are made:

SPHP Recommendation 1: Install a mix of accessible and other appropriately designed and landscaped cabins in the Entry Precinct.

SPHP Recommendation 2: Consider options to relocate the amenities block to provide additional waterfront tourist sites along the Macleay Arm frontage.

SPHP Recommendation 3: Design and construct a new camp kitchen along the foreshore that responds to the context of the water frontage and avoids blocking views from existing sites.

SPHP Recommendation 4: Retain existing annual holiday vans within the Annuals / Holiday Precinct in the short-term, subject to outcomes of the Social and Economic Impact Assessment and any resulting strategies.

SPHP Recommendation 5: Reallocate annual sites within the Annuals / Holiday Precinct where infill is available to accommodate any sites lost from the Riverside Precinct, and subject to outcomes of the Social and Economic Impact Assessment and any resulting strategies.

SPHP Recommendation 6: Within the context of the Social and Economic Impact Assessment and any resulting strategies, consider long-term options to transition annual sites to tourist use.

SPHP Recommendation 7: Consider the need for improvements to base level infrastructure, including site slabs, roads and dump point as part of the design process and in line with increasing use of the site.

SPHP Recommendation 8: Future holiday park designs take into consideration the feedback themes and emerging design directions as outlined.

Horseshoe Bay Holiday Park

Key themes and subsequent design directions that are readily able to be identified through the consultation process include:

- Desire to retain the character of the area as a caravan and camping location, minimising additional cabins, particularly in areas considered to be intrusive to views

- Future development to increase the quality of communal and service orientated facilities around the Entry and Parkside Precinct amenities, including the reception and eastern amenities buildings
- Integrating additional facilities within the Holiday Park, including higher quality holiday park 'basics', such as amenities and camp kitchens, with potential to also include some cabins within discrete locations when these designs are optimised
- The need to retain the low-key caravan and camping character of the area, whilst addressing the need for upgrades and improvements to meet an evolving market, including for higher quality accommodation options

Based on these, and the detailed consultation outcomes presented in this report, the following recommendations are made:

HBHP Recommendation 1: Undertake detailed analysis of the potential to relocate the reception and residence building to the location of the existing entry area cabins. If feasible, replace existing reception and residence with new cabins. If not feasible, investigate options to replace existing cabins with new appropriately designed and landscaped alternatives.

HBHP Recommendation 2: Consider options for change in the Parkside Precinct, improving the appearance of the existing amenities block, whilst integrating moderate changes to accommodation options where possible. Consideration of any new cabins on the park frontage to be confirmed by the internal review process.

HBHP Recommendation 3: Generally retain the Creekside Precinct for low-key camping and caravan purposes, with consideration of any new cabins to be confirmed by the internal review process.

HBHP Recommendation 4: Construct a new camp kitchen that adjoins the existing amenities building, ensuring through the design process that all regulations can be met.

HBHP Recommendation 5: Generally retain the Headland Precinct for low-key camping and caravan purposes, with consideration of any new cabins to be confirmed by the internal review process.

HBHP Recommendation 6: In conjunction with Recommendation 2, consider options for the replacement of the Parkside Precinct amenities block, potentially including a new camp kitchen and accommodation facilities whilst minimising the intrusiveness of the structure.

HBHP Recommendation 7: Consider options to retain / maximise caravan and camping sites, utilising replacement / improvement of other facilities such as the manager's residence area to enable growth in cabins or other forms of accommodation.

HBHP Recommendation 8: Future holiday park designs take into consideration the feedback themes and emerging design directions as outlined.

Hat Head Holiday Park

Key themes and subsequent design directions that are readily able to be identified through the consultation process include:

- Desire to retain the character of the area, including its laid-back nature and high level of integration with natural surrounds, being a major drawcard of the site for many of its visitors
- Future development to be respectful of the area and to be well integrated into the topography and vegetation wherever possible
- Integrating additional facilities within the Holiday Park, including higher quality holiday park 'basics', such as provision of a new or upgraded eastern amenities and camp kitchen
- Providing better delineation between the Holiday Park and day use areas to the north east (boat ramp) and south-east (footbridge), including potential for better pedestrian access, shared pathways and mobility inclusions
- The need to generally retain the low-key caravan and camping character of the area, whilst addressing the need for upgrades and improvements to meet an evolving market, including for higher quality accommodation options
- The need to resolve a position and provide clear communication for annual holiday van owners, to be based on outcomes of the Social and Economic Impact of Annuals process and the findings of this report

Based on these, and the detailed consultation outcomes presented in this report, the following recommendations are made:

HHHP Recommendation 1: Further consider options for an alternative public road access arrangement to the boat ramp area in conjunction with broader reserve master planning.

HHHP Recommendation 2: Retain existing annual holiday vans within the Entry Precinct pending outcomes of broader reserve master planning and subject to outcomes of the Social and Economic Impact process and any resulting strategies.

HHHP Recommendation 3: Only as required to meet demand to accommodate holiday vans that are relocated within the site, and subject to outcomes of the Social and Economic Impact process and any resulting strategies, consider reallocation of tourist sites within the Entry Precinct to annual holiday van sites. Retain sites 41 - 48 for tourist purposes where possible.

HHHP Recommendation 4: Utilise the western boundary of the Entry Precinct for additional camping sites to compensate for any camping sites lost in other areas of the Holiday Park or for expansion of the site subject to broader reserve master planning.

HHHP Recommendation 5: Consider the removal or relocation of annual holiday vans from the Creekside South Precinct to the Entry Precinct, subject to the outcomes of the Social and Economic Impact Assessment process and any resulting strategies.

HHHP Recommendation 6: Establish a new camp kitchen and new or upgraded amenities in the vicinity of the existing amenities block of the Creekside East Precinct.

HHHP Recommendation 7: Facilitate a small number of additional cabins in the vicinity of the existing cabins located in the Creekside East Precinct.

HHHP Recommendation 8: Further consider options for alternative access arrangements to the footbridge in conjunction with broader reserve master planning.

HHHP Recommendation 9: In conjunction with broader reserve master planning, also consider the opportunity to formalise a pathway from Creek Street to the pedestrian bridge along or to the creek side of the existing levee bank

HHHP Recommendation 10: In conjunction with broader reserve master planning, consider the need for upgrade of access and caravan / camping sites in the Beachside Precinct, whilst retaining an open and natural character of the area.

HHHP Recommendation 11: Consider options for minor commercial activities, such as equipment hire and/or kiosk, as well as improved play spaces to benefit both the local community and Holiday Park visitors as part of future reserve master planning.

HHHP Recommendation 12: Future holiday park designs take into consideration the feedback themes and emerging design directions as outlined.

Crescent Head Holiday Park

Key themes and subsequent design directions that are readily able to be identified through the consultation process include:

- Desire for the Holiday Park to respond to the character of the broader area, and in doing so to acknowledge and build on the work undertaken as part of the Crescent Head Public Domain Master Plan in terms of integration of the Holiday Park.
- Desire to ensure an appropriate mix of accommodation opportunities, minimising the number of additional cabins, particularly in areas considered to be intrusive to views.
- Future development to increase the quality of the communal guest facilities by improving amenities and camp kitchens in both the eastern (Oceanside) and western (Creekside) portions of the site.
- The need to retain the caravan and camping character of the area, whilst addressing the need for upgrades and improvements to meet an evolving market, including improvement to these site areas.
- Clarifying the future of annual holiday van sites in the context of their contribution to the area (also subject to outcomes of the Social and Economic Impact process), whilst retaining the seven permanent resident sites in-line with their current occupancy agreement with Council.

Based on these, and the detailed consultation outcomes presented in this report, the following recommendations are made:

CHHP Recommendation 1: Retain Creekside Camping Precinct for low-key camping and caravan purposes.

CHHP Recommendation 2: Consider the removal of existing annual holiday vans within the Creekside Camping Precinct, subject to outcomes of the Social and Economic Impact process and any resulting strategies.

CHHP Recommendation 3: Establish a new camp kitchen adjoining the existing amenities building within the Creekside Camping Precinct.

CHHP Recommendation 4: Identify options for installation of appropriately designed and landscaped cabins adjoining the entry road within the Creekside Cabin Precinct.

CHHP Recommendation 5: Consider options to provide a mix of accommodation types along the Killick Creek frontage within the Creekside Cabin Precinct.

CHHP Recommendation 6: Retain the Oceanside Camping Precinct primarily for camping and caravan purposes.

CHHP Recommendation 7: Retain the Oceanfront Precinct as a low-key camping and caravan area, whilst considering options to improve the physical and visual relationship between the Holiday Park and adjoining public domain pending outcomes and integration with the broader Public Domain Master Plan project.

CHHP Recommendation 8: Reduce potential for visual impacts within the Oceanfront Precinct by combining amenities and camp kitchen facilities within the more central area of the Oceanside Camping Precinct.

CHHP Recommendation 9: Ensure that any proposed structures meet appropriate flood and coastal impact requirements, are relocatable for longer-term flexibility and to meet long term public open space needs.

CHHP Recommendation 10: Consider options for minor commercial activities, such as equipment hire and/or kiosk, as well as improved play spaces to benefit both the local community and Holiday Park visitors in line with current public domain master planning process.

CHHP Recommendation 11: Future holiday park designs take into consideration the feedback themes and emerging design directions as outlined for the Crescent Head Holiday Park.

It should be noted that consultation was undertaken in parallel with a Social and Economic Impact Study of annual holiday van licence holders. Any recommendations of this report are also subject to the outcomes of that process. It is further noted that Council staff will undertake additional economic assessments and design option analysis to ensure that future decision making can be fully informed by the consultation activities, financial considerations and development feasibility. Outcomes of this report are also subject to those broader processes.

1. Introduction

1.1 Report purpose

The purpose of this Engagement Report (Report) is to document the consultation activities and outcomes for 'Future Holiday Parks' planning process that has been undertaken on behalf of the Kempsey Shire Council (Council) and their Macleay Valley Coast Holiday Parks (MVCHP) business.

In doing so, the Report identifies key directions, themes and principles to inform the future design outcomes for each of the five holiday parks that are owned by Council or managed by NRMA. The project is being undertaken with the aim of informing the establishment of long-term development plans and associated infrastructure investments.

1.2 Overview of existing Holiday Parks

The five holiday parks subject to the consultation activities are (from north to south):

- Grassy Head Holiday Park
- Stuarts Point Holiday Park
- Horseshoe Bay Holiday Park (South West Rocks)
- Hat Head Holiday Park
- Crescent Head Holiday Park

The location of the respective parks are identified in Figure 1 and further details on the location and size of each holiday park is also outlined in Table 1. All parks are on Crown land for which Council is the appointed Crown Land Manager.

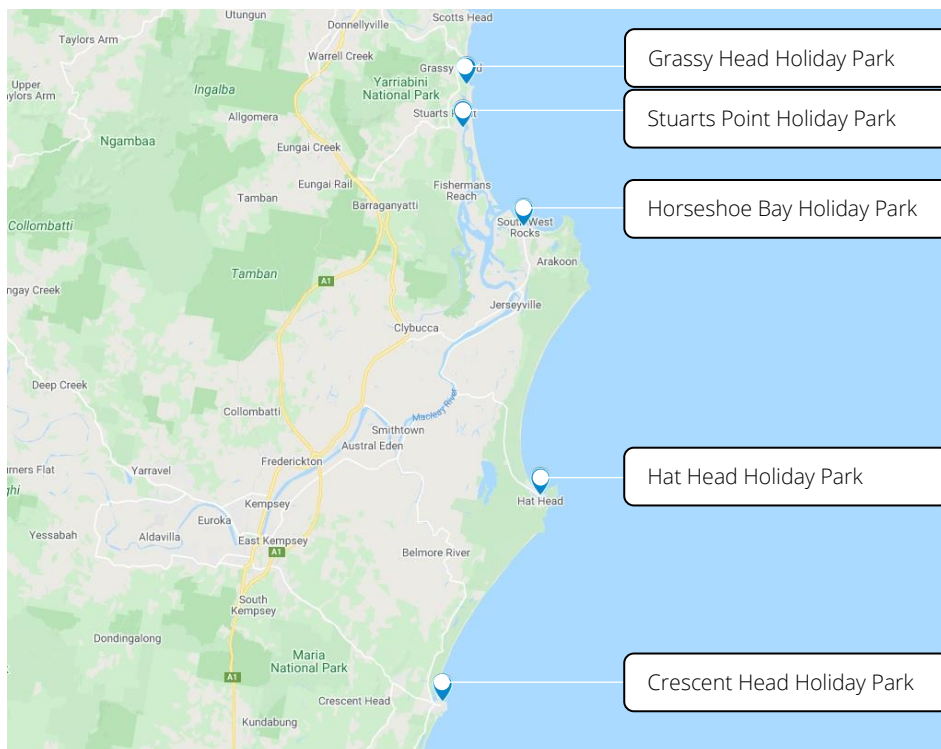


Figure 1: MCVHP Holiday Park locations

Table 1: Holiday Park details

Holiday Park	Address	Sites	Owner / Classification	Reserve Purpose	Land Category
Grassy Head Holiday Park	Reserve Rd, Grassy Head NSW 2441	96 sites (72 short-term / 24 camping)	Crown land / Community classification	Public recreation Resting Place	General Community Use
Stuarts Point Holiday Park	Marine Parade, Stuarts Point NSW 2441	148 sites (108 short-term / 4 long-term / 36 camping)	Crown land / Community classification	Public recreation Resting Place	General Community Use Natural Area - Bushland Natural Area - Watercourse
Horseshoe Bay Holiday Park	1 Livingstone St, South West Rocks NSW 2431	80 sites (all short-term sites)	Crown land / Community classification	Public recreation	General Community Use
Hat Head Holiday Park	Straight St, Hat Head NSW 2440	287 sites (151 short-term / 136 camping)	Crown land / Community classification	Public recreation	General Community Use Natural Area - Foreshore
Crescent Head Holiday Park	Reserve Rd, Crescent Head NSW 2440	222 sites (215 short-term / 7 long-term)	Crown land / Community classification	Public recreation Resting Place	General Community Use

1.3 Overview of consultation activities

As discussed throughout this document, the spaces that comprise the holiday parks are highly valued and utilised by the local community as well as visitors to the area. The holiday parks are also located within broader Crown reserves that form important public open spaces and visitors to the sites often utilise local businesses to obtain goods and services.

In order to capture the variety of stakeholder interests and ideas, a number of consultation activities were undertaken including the following:



- A series of online surveys regarding the future of the holiday parks. These surveys were undertaken for each of the five holiday park locations and include:
 - "Community Survey" - Aimed at gaining an understanding of local community preferences
 - "Visitor Survey" - Aimed at gaining an understanding of the views of visitors to the respective holiday parks and to the Macleay Valley more broadly
 - "Business Survey" - Aimed at gaining an understanding of local business views with respect to the holiday parks and their impacts on local businesses
 - "Annuals Survey" - Aimed at gaining an understanding of the views of annual licence holders at four of the holiday parks (no annual licenced sites exist at Horseshoe Bay Holiday Park).

- Drop-in sessions at each location (combined for Grassy Head and Stuarts Point), where a range of community, visitor, annual licence holders and businesses were able to discuss specific sites or general views with the project consultants
- Phone calls and drop-in visits to surrounding businesses and community groups associated with the respective holiday park locations to gain their views on the holiday parks and future opportunities

It should be noted that consultation was undertaken in parallel with a Social and Economic Impact Study of annual holiday van licence holders. Any recommendations of this report are also subject to the outcomes of that process. It is further noted that Council staff will undertake additional economic assessments and design option analysis to ensure that future decision making can be fully informed by the consultation activities, financial considerations and development feasibility.

2. Consultation outcomes overview

Consultation activities were undertaken during and after the October 2020 NSW school holiday period to facilitate both visitor and local community input. A summary of the responses to each of the five holiday park areas is provided below. Details of outcomes for each of the five sites are examined in Section 3 of this report.

		
Grassy Head Holiday Park	47 Community survey responses 80 Visitor survey responses 22 Annuals survey responses	8 Drop-in meeting participants (combined) 6 Businesses and groups consulted (combined)
Stuarts Point Holiday Park	35 Community survey responses 81 Visitor survey responses 22 Annuals survey responses	
Horseshoe Bay Holiday Park	418 Community survey responses 188 Visitor survey responses (note: no annuals at this site)	8 Drop-in meeting participants 6 Businesses and groups consulted
Hat Head Holiday Park	271 Community survey responses 227 Visitor survey responses 36 Annuals survey responses	16 Drop-in meeting participants 9 Businesses and groups consulted
Crescent Head Holiday Park	322 Community survey responses 263 Visitor survey responses 15 Annuals survey responses	18 Drop-in meeting participants 10 Businesses and groups consulted
TOTAL	1,093 Community survey responses 839 Visitor survey responses 95 Annuals survey responses	50 Drop-in meeting participants 31 Businesses and groups consulted

In addition, overarching discussions were held with the Macleay Valley Business Chamber and 35 businesses responded to the “Business Survey” for the project.

3. Consultation outcomes by holiday park

This section provides a review of the consultation outcomes for each of the five holiday park locations. An additional section is also provided that discusses broader information and views that have been shared about the holiday parks business more broadly.

The outcome sections for each holiday park incorporates the outcomes of all surveys, drop-in sessions and other consultations. Each section provides:

- o A brief overview of the respective sites
- o Identification of each of the site precincts, as described by the community survey, and including information gained for those areas from other consultations
- o Other site issues and responses that are not subject to specific precinct

To provide a form of comparative analysis, a number of surveys contained questions that sought to gain an understanding of respondent’s agreement to certain aspects of potential future change. This was done by using a spectrum of answers as outlined below. Analysis of the survey outcomes then utilised an average score for each question. In this way a tendency for agreement or disagreement can be compared across questions and sites.

Spectrum of question responses

1 = Strongly disagree	2 = Disagree	3 = Unsure	4 = Agree	5 = Strongly agree
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For each precinct or part of the holiday park, recommendations are provided within text boxes. All recommendations are also summarised for each holiday park at the end of each section and within the executive summary of this document.

The aim of this section is to document the responses received and other information gained from the consultation process, and to provided recommendations to inform the preparation of long-term development plans for each of the five holiday parks under Council’s management.

3.1 Grassy Head Holiday Park

3.1.1 Site overview

The Grassy Head Holiday Park itself is set within the broader Grassy Head Reserve (Crown reserve # 63879) which incorporates the Grassy Head headland, holiday park, public open spaces and surrounding vegetated areas.

Within the Holiday Park, there are two relatively distinct areas, the more elevated Entry / Parkside Precinct, and the generally lower lying Beachside Precinct. These areas are depicted below.



Figure 2: Grassy Head Holiday Park planning precincts

Within these precincts, there is generally a greater number of fixed infrastructure / buildings in the Entry / Parkside Precinct, whereas the Beachside Precinct is comparatively undeveloped. All annual licenced (holiday van) sites and cabins are located in the Entry / Parkside precinct, with the exception of one holiday van and one en-suite site which is in poor condition and is likely to be closed in the short term. The current Holiday Park layout plan is provided in Figure 3. Images of the existing site are also provided in Figure 4 for additional context.



Figure 3: Grassy Head Holiday Park map



View of amenities block in Beachside Precinct



View of main access road into Beachside Precinct



View of reception area / managers residence



View of Holiday Park entrance signage

Figure 4: Grassy Head Holiday Park site photos

3.1.2 Summary of consultations completed

In total, there was 47 respondents to the community survey for Grassy Head Holiday Park, of which five (5) respondents (11%) live in the Grassy Head area. 15 respondents (32%) regularly stay more than three (3) times each year at the Holiday Park, suggesting a number of regular tourists to the area or annual holiday van owners also completed the survey. Graphs showing the results of the community survey for Grassy Head Holiday Park are provided in Appendix A.

3.1.3 Consultation outcomes by Precinct

Entry / Parkside Precinct



The survey results indicate a preference for the provision of new appropriately designed cabins to be included within the Entry / Parkside Precinct area (Question 4 - average score 3.83). However, a preference is also given to retaining annual holiday van sites in the Entry / Parkside Precinct (even if reconfigured), albeit at a slightly lower average score of 3.71.

A more even balance was apparent with respect to the use of existing camping sites at the entry for annual holiday van sites (Question 6 - average score 3.37). Less supported, though with a more pronounced split in views between being supportive or not, was the idea that annual holiday van sites would be replaced by 'tourist' sites, with 36% of respondents strongly disagreeing, whilst 27% agreed with this view (Question 7 - average score 2.64).

GHHP Recommendation 1: Identify opportunities for additional cabins within the Entry / Parkside Precinct, including relocation of annual sites if required and subject to outcomes of the Social and Economic Impact process and any resulting strategies.

GHHP Recommendation 2: Otherwise, generally retain existing annual sites within the Entry / Parkside Precinct in the short-term, with a transition to tourist sites over the longer-term and subject to outcomes of the Social and Economic Impact process and any resulting strategies.

Beachside Precinct



The survey result indicates that retaining low-key camping and caravan sites within the Beachside Precinct is very important to most respondents (Question 8 - average score 4.33). Installing a new, small camp kitchen that adjoins the existing amenities building was also seen as a priority for this precinct (Question 9 - average score 4.19).

Conversely, the installation of new safari tents was received with mixed views, with 17 respondents agreeing or strongly agreeing and 16 disagreeing or strongly disagreeing (Question 10 - average score 2.97). Further comments were also received regarding safari tents in other consultations, with support for these generally being identified when the extent of these was discussed in person at drop-in and other consultation sessions (refer Section 3.1.5).

GHHP Recommendation 3: Whilst generally retaining low-key camping and caravan sites throughout much of the Beachside Precinct, consider options for a small number of well-integrated safari style tents within the area.

GHHP Recommendation 4: Install a new, small camp kitchen that adjoins the existing eastern amenities building, increasing the availability of facilities for all Holiday Park guests.

3.1.4 Other consultation issues and opportunities

Visitor Survey

The Visitor Survey, which was directed to those that have previously stayed at the holiday park sites, received 80 responses with respect to the Grassy Head site. This survey highlighted that most visited the Holiday Park utilising their caravan (63%), and usually stayed on a powered site (62%). Visitors most frequently (45%) stayed for more than two nights, but less than one week, and were not regular visitors. Only 16% of respondents indicated that their stay was during a peak period or school holiday.

Based on this survey, the majority of visitors identified that the same level of facility provision should generally be maintained. Question 14 asked "Are there any facilities or features that you believe are needed?" of which many respondents did not request any specific improvements. Of those that did "upgrading the amenities block" (17%) and "upgrading the camp kitchen" (10%) were most commonly requested.

Question 13 indicated that of all improvement options asked, 60-80% of responses sought to keep the same level of provision. Of those requesting less facilities, 32% responding to less safari tents (although none currently exist), whilst 30% responded to the desire for more drive through sites.

Overall, comments from visitors generally indicated a strong desire to retain the existing character and minimise changes to the Holiday Park.

Annals Survey

The Annals Survey, which was directed to those who currently stay in an annual holiday van site, received 22 responses with respect to the Grassy Head site. This survey highlighted that the average length respondents have held an annual holiday van site is 14 years with 37% staying 30-60 nights per year and 24% staying 90-150 nights per year. Most commonly, the annual site is used by one or two people (45%) followed by immediate family i.e. adults and children (36%).

Question 12 asked whether there should be more, less or the same of certain types of facilities. Between 70-95% of responses were to keep the respective level of facility provision the same. Question 13 asked "Are there any facilities or features that you believe are needed?", which resulted in a relatively large number of responses that requested improvements to amenities and a smaller, but still relatively high number, who sought no changes. A number of responses also identified improvement to the drainage around the camp kitchen and the broader southern area.

Overall, comments from annals generally indicated a strong desire to retain the existing character and minimise changes to the Holiday Park with the exception of upgrading the amenities block.

Community Survey

As identified above, 47 responses were received with respect to the community survey. In addition to the specific questions as outlined in Section 3.1.3, an open ended question was also included to capture any further comments on facilities, features, issues or ideas that may be needed in the context of the Grassy Head Holiday Park. 27 additional responses were received with respect to this question.

Of these the most frequent comments related to improved amenities, with a number of comments also being made with respect to general reserve improvements - including play spaces and

recreational facilities (including pool, jumping pillows and playgrounds within the Holiday Park area). Some concerns were raised regarding the drainage / flooding of the lower areas, as well as the access road through the centre of the Holiday Park being dangerous.

Again, the overarching comments from the community survey also generally indicated a strong desire to retain the existing character and minimise changes to the Holiday Park.

Drop-in and other consultations

A number of drop-in meetings, site and telephone discussions were held with those that have an interest in the Holiday Park, including surrounding businesses, clubs and individuals. Key outcomes of these consultation activities include:

- Need to consider options to improve drainage issues within the Holiday Park
- Importance of annual sites at the current time, whilst also appreciating the need for improvement to the accommodation offering to keep pace with visitor needs
- A mix of accommodation, including family cabins and safari tents were generally supported, provided they were in keeping with the character of the area
- Expenditure by holiday van owners is higher from this park than at Stuart's Point Holiday Park. Holiday vans and grey nomads both spend less than families on holidays
- Many annual holiday vans have a long association to the site and contribute to the community. Their future needs to be carefully considered and retained where possible
- Suggestions for expansion of the Holiday Park to the northern day use area rather than removing annual holiday vans
- Opportunities to change unpowered to powered sites to meet demand

GHHP Recommendation 5: Investigate and address drainage concerns with respect to the Beachside Precinct, with potential to increase the number of tourist sites in the Entry / Parkside Precinct over the longer-term to assist in avoiding lower-lying locations.

GHHP Recommendation 6: Consider options for improving the broader day-use area, including its safe integration with the Holiday Park such as through dedicated pedestrian pathways that avoid the central road alignment.

3.1.5 Feedback themes and emerging design directions

Key themes and subsequent design directions that are readily able to be identified through the consultation process include:

- Desire to retain a simple and natural character to the area, being a major drawcard of the site for many of its visitors
- Future development to be respectful of the area and to be well integrated into the surrounding vegetation wherever possible
- Integrating additional facilities within the Holiday Park, including higher quality visitor 'basics', such as upgrade to the amenities and provision of a camp kitchen
- Providing better integration between the Holiday Park and the day use area to its north, including potential for new play elements and facilities

- The need to retain the low-key caravan and camping character of the area, whilst addressing the need for upgrades and improvements to meet an evolving market, including for higher quality accommodation options
- The need to resolve a position and provide clear communication for annual holiday van owners, to be based on outcomes of the Social and Economic Impact of Annuals process and the findings of this report

GHHP Recommendation 7: Future holiday park designs take into consideration the feedback themes and emerging design directions as outlined.

3.1.6 Summary of recommendations

Based on the above findings, a summary of the recommendations made are outlined below:

GHHP Recommendation 1: Identify opportunities for additional cabins within the Entry / Parkside Precinct, including relocation of annual sites if required and subject to outcomes of the Social and Economic Impact process and any resulting strategies.

GHHP Recommendation 2: Otherwise, generally retain existing annual sites within the Entry / Parkside Precinct in the short-term, with a transition to tourist sites over the longer-term and subject to outcomes of the Social and Economic Impact process and any resulting strategies.

GHHP Recommendation 3: Whilst generally retaining low-key camping and caravan sites throughout much of the Beachside Precinct, consider options for a small number of well-integrated safari style tents within the area.

GHHP Recommendation 4: Install a new, small camp kitchen that adjoins the existing eastern amenities building, increasing the availability of facilities for all Holiday Park guests.

GHHP Recommendation 5: Investigate and address drainage concerns with respect to the Beachside Precinct, with potential to increase the number of tourist sites in the Entry / Parkside Precinct over the longer-term to assist in avoiding lower-lying locations.

GHHP Recommendation 6: Consider options for improving the broader day-use area, including its safe integration with the Holiday Park such as through dedicated pedestrian pathways that avoid the central road alignment.

GHHP Recommendation 7: Future holiday park designs take into consideration the feedback themes and emerging design directions as outlined.

3.2 Stuarts Point Holiday Park

3.2.1 Site overview

The Stuart Point Holiday Park is set predominantly within the broader Stuarts Point Holiday Park Reserve (Crown reserve # 74599) which incorporates the Holiday Park and adjoining foreshore land. The Reserve also adjoins the Stuarts Point Village Reserve (Crown reserve # 61657), which includes recently upgraded open space and boat ramp areas.

Within the area of the Holiday Park, there are three identified areas of the park, the more built up Entry Precinct, the lower scale Riverside Precinct, and the Annuals / Holiday Precinct to the western side of the Holiday Park adjoining Marine Parade. These areas are depicted below.



Figure 5: Stuarts Point Holiday Park planning precincts

Within these precincts, there is generally a greater number of fixed infrastructure / buildings in the Entry Precinct, including the entry reception, the manager's residence and existing cabins. The Riverside Precinct is comparatively undeveloped, comprising primarily of short-term caravan and camping sites. The Annuals / Holiday Precinct comprises predominantly of on-site holiday vans, with a smaller number of permanent and short-term tourist sites. The current park plan is provided below. Images of the existing site are also provided in Figure 7 for additional context.



Figure 6: Stuarts Point Holiday Park map



View over footbridge to the north of the Park



View of newer cabin, with older style cabins behind



View of new reception building at site entry



View of short-term sites in the Riverside Precinct

Figure 7: Stuarts Point Holiday Park site photos

3.2.2 Summary of consultations completed

In total, there was 35 respondents to the community survey for Stuarts Point Holiday Park, of which 14 respondents (40%) live in Stuarts Point area. 27 respondents (77%) regularly stay two (2) or more times each year at the Holiday Park, suggesting a number of regular tourists to the area or annual holiday van owners also completed the survey. Graphs showing the results of the community survey for Stuarts Point Holiday Park are provided in Appendix B.

3.2.3 Consultation outcomes by Precinct

Entry Precinct



The survey indicates a strong preference for additional new, appropriately designed and landscaped cabins or safari tents in the Entry Precinct (Question 4 – average score 3.77). 52% of respondents agree that a mix of cabins and safari tents may be appropriate in the area, though a similar number also identified a preference for accessible and other cabins.

SPHP Recommendation 1: Install a mix of accessible and other appropriately designed and landscaped cabins in the Entry Precinct.

Riverside Precinct



Survey respondents agree that the Riverside Precinct should generally be retained as a tourist precinct for camping and caravans camping sites (Question 6 – average score 4.04). The survey results also indicate a preference to reposition the existing amenities block to provide space for new camping and caravan sites (Question 7 – average score 3.48). With an even higher positive score, respondents sought the installation of a new camp kitchen along the foreshore (Question 8 – average score 4.28).

SPHP Recommendation 2: Consider options to relocate the amenities block to provide additional waterfront tourist sites along the Macleay Arm frontage.

SPHP Recommendation 3: Design and construct a new camp kitchen along the foreshore that responds to the context of the water frontage and avoids blocking views from existing sites.

Annuaals / Holiday Precinct



The survey indicates that both visitors and locals generally have a stronger preference to retain annual holiday van sites in the Annuaals / Holiday Precinct. This includes the allocation of new annual holiday van sites being made to replace those lost in the Riverside Precinct (Question 9 – average score 3.81).

Responses were more split between whether sites in the Annuaals / Holidays Precinct should be transitioned to tourist sites for camping and caravanning. 11 respondents either agreed or strongly agreed, and 14 disagreed or strongly disagreed (Question 10 – average score 2.58).

SPHP Recommendation 4: Retain existing annual holiday vans within the Annuaals / Holiday Precinct in the short-term, subject to outcomes of the Social and Economic Impact Assessment and any resulting strategies.

SPHP Recommendation 5: Reallocate annual sites within the Annuaals / Holiday Precinct where infill is available to accommodate any sites lost from the Riverside Precinct, and subject to outcomes of the Social and Economic Impact Assessment and any resulting strategies.

SPHP Recommendation 6: Within the context of the Social and Economic Impact Assessment and any resulting strategies, consider long-term options to transition annual sites to tourist use.

3.2.4 Other consultation issues and opportunities

Visitor Survey

The Visitor Survey, which was directed to those that have previously stayed at the Holiday Park, received 81 responses with respect to the Stuarts Point site. This survey highlighted that most visited the Holiday Park utilising their caravan (61%), and usually stayed on a powered site (68%). 33% of visitors stayed more than two (2) nights but less than one (1) week. 45% of respondents stayed for an extended time during an off-peak period and only 11% of respondents indicated that their stay was during a peak period or school holiday. 88% of respondents stayed with 1 or 2 other people (Question 7) and 18% are involved in the Bowls Club with 75% not being involved in any community club (Question 8).

Based on this survey, the majority of visitors identified that the same level of facility provision should generally be maintained. Question 13 indicated that of all improvement options, 60-80% of responses were to keep the facility provision level the same. 44% of respondents sought more “drive through sites” and 25-30% sought more cabins, en-suite sites, powered sites and camp kitchen. 20% also sought a reduction in the number of annual sites.

Question 14 asked “Are there any facilities or features that you believe are needed?” of which respondents generally answered that there were no specific facility requirements. Of those that sought additional facilities “upgrading the amenities block” and “wider concrete slabs for caravans” were most commonly requested.

Overall, comments from visitors generally indicated a strong desire to retain the existing character and minimise changes to Stuarts Point Holiday Park.

Annuals Survey

The Annuals Survey, which was directed to those who currently stay in an annual holiday van site, received 22 responses with respect to the Stuarts Point site. This survey highlighted that the average length respondents have held an annual holiday van site is 15 years with 45% staying 30-60 nights per year and 22% staying 90-150 nights per year. The annual holiday van sites are used by one or two people (36%), a family group (27%) or an extended family (36%). 95% of annuals indicated some level of use or involvement with the Stuarts Point Workers Recreation & Bowling Club.

Question 12 asked whether there should be more, less or the same of certain types of facilities. Between 70% and 95% of responses were to keep the level of provision the same, with the exception of safari tents, which 50% of responses were for less (noting that no such facilities currently exist). Question 13 asked “Are there any facilities or features that you believe are needed?” of which around half answered that improved amenities were required, 25% identified the need for road improvements, whilst around one third did not believe there was a need for any additional facilities.

Overall, comments from annuals generally indicated a strong desire to retain the existing character, minimise changes to the Holiday Park and upgrade the existing amenities block.

Community Survey

As identified above, 35 responses were received with respect to the community survey. In addition to the specific questions as outlined in Section 3.2.3, an open ended question was also included to capture any further comments on facilities, features, issues or ideas that may be needed in the context of the Stuarts Point Holiday Park. 21 additional responses were received with respect to this question.

Of these the most frequent comments related to improved amenities, with a number of comments also being made with respect to general reserve improvements - including a new dump point and larger caravan slab sizes. Some concerns were raised regarding connections to sewer, understood to be a broader issue within the town that is being investigated by Council. Comments were also received regarding access roads and the need to upgrade these within the Holiday Park.

Again, the overarching comments from the community survey also generally indicated a strong desire to retain the existing character and minimise changes to Stuarts Point Holiday Park.

Drop-in and other consultations

A number of drop-in meetings, site and telephone discussions were held with those that have an interest in the Holiday Park, including surrounding businesses, clubs and individuals. Key outcomes of these consultation activities include:

- Public reserve upgrades have been a big success and this should be of benefit to the Holiday Park
- No need for significant changes, just minor improvements to help fit in with the new areas
- Need to improve the quality of cabins, particularly to improve those that have no en-suite facilities, as well as larger family style cabins
- Need to improve the camp kitchen facility
- Amenities could be improved, but should be carefully considered in terms of design so as to not impact on others
- Importance of annual sites at the current time, whilst also appreciating the need for improvement to the accommodation offering to keep pace with visitor needs
- Connection to sewer for the town is important - once installed the area will be ready to grow
- Expanded/diversified accommodation is needed in the area more generally
- Important to improve occupancy and visitors in the area, but not to change the character of the area
- The Holiday Park needs a facelift now that the public area has been improved
- Would be good for the tennis court to be operated by the Holiday Park
- Opportunities exist for the Holiday Park to better work with local business - be more integrated into the community
- The increase in the level of use is noticeable in recent years

SPHP Recommendation 7: Consider the need for improvements to base level infrastructure, including site slabs, roads and dump point as part of the design process and in line with increasing use of the site.

3.2.5 Feedback themes and emerging design directions

Key themes and subsequent design directions that are readily able to be identified through the consultation process include:

- Desire to retain the riverside character to the area, being a major drawcard of the site for many of its visitors
- Future development to be aimed at increasing the quality of the facilities, more in line with the recent upgrades of the adjoining public foreshore reserve area
- Integrating additional facilities within the Holiday Park, including higher quality holiday park 'basics', such as improved amenities in the south of the site and camp kitchen within the foreshore area, whilst ensuring proximity requirements under the appropriate regulations are being met
- The need to retain the low-key caravan and camping character of the area, whilst addressing the need for upgrades and improvements to meet an evolving market, including for higher quality accommodation options
- The need to resolve a position and provide clear communication for annual holiday van owners, to be based on outcomes of the Social and Economic Impact of Annuals process and the findings of this report

SPHP Recommendation 8: Future holiday park designs take into consideration the feedback themes and emerging design directions as outlined.

3.2.6 Summary of recommendations

Based on the above findings, a summary of the recommendations made are outlined below:

SPHP Recommendation 1: Install a mix of accessible and other appropriately designed and landscaped cabins in the Entry Precinct.

SPHP Recommendation 2: Consider options to relocate the amenities block to provide additional waterfront tourist sites along the Macleay Arm frontage.

SPHP Recommendation 3: Design and construct a new camp kitchen along the foreshore that responds to the context of the water frontage and avoids blocking views from existing sites.

SPHP Recommendation 4: Retain existing annual holiday vans within the Annuals / Holiday Precinct in the short-term, subject to outcomes of the Social and Economic Impact Assessment and any resulting strategies.

SPHP Recommendation 5: Reallocate annual sites within the Annuals / Holiday Precinct where infill is available to accommodate any sites lost from the Riverside Precinct, and subject to outcomes of the Social and Economic Impact Assessment and any resulting strategies.

SPHP Recommendation 6: Within the context of the Social and Economic Impact Assessment and any resulting strategies, consider long-term options to transition annual sites to tourist use.

SPHP Recommendation 7: Consider the need for improvements to base level infrastructure, including site slabs, roads and dump point as part of the design process and in line with increasing use of the site.

SPHP Recommendation 8: Future holiday park designs take into consideration the feedback themes and emerging design directions as outlined.

3.3 Horseshoe Bay Holiday Park (South West Rocks)

3.3.1 Site overview

The Holiday Park itself is set predominantly within the broader Horseshoe Bay Reserve (Crown reserve # 82364) which incorporates the holiday park, adjoining foreshore, South West Rocks Country Club as well as broader open space and bushland areas to the south and west. The Reserve also adjoins the South West Rocks Flagstaff (Crown reserve # 95076), South West Rocks Public Hall (Crown reserve # 97847) and South West Rocks War Memorial (Crown reserve # 69781).

Within the area of the Holiday Park, there are four identified precincts. The Entry Precinct, the larger Creekview Precinct, the eastern Parkside Precinct and the northern Headland Precinct. These precinct areas are depicted in Figure 8.



Figure 8: Horseshoe Bay Holiday Park planning precinct

Within these precincts, there is generally a greater number of fixed infrastructure / buildings in the Entry Precinct and along the southern boundary of the Creekview Precinct, including the entry reception and managers residence and existing cabins. The Parkside Precinct is comparatively undeveloped, comprising primarily of short-term caravan and camping sites, as well as a large, two storey amenities building. The Creekside and Headland Precincts also predominantly comprise of short-term caravan and camping sites. The current park plan is provided in Figure 9 with images of the existing site provided in Figure 10 for additional context.



Figure 9: Horseshoe Bay Holiday Park map



View of reception building from Parkside Precinct



View of Headland Precinct towards Horseshoe Bay



View of Parkside Precinct amenities



View of amenities in Creekview Precinct

Figure 10: Horseshoe Bay Holiday Park site photos

3.3.2 Summary of consultations completed

In total, there was 418 respondents to the community survey for Horseshoe Bay Holiday Park, of which more than 160 respondents (38%) live in the South West Rocks area. 146 respondents (35%) regularly stay 2-3 times each year and a further 16% regularly stay more than 3 times each year. 248 respondents (59%) utilise the reserve on a regular basis.

Of those that identify as living locally, almost 70% have never stayed, or rarely stay, at the Holiday Park. Graphs showing the results of the community survey for Horseshoe Bay Holiday Park are provided in Appendix C.

3.3.3 Consultation outcomes by Precinct

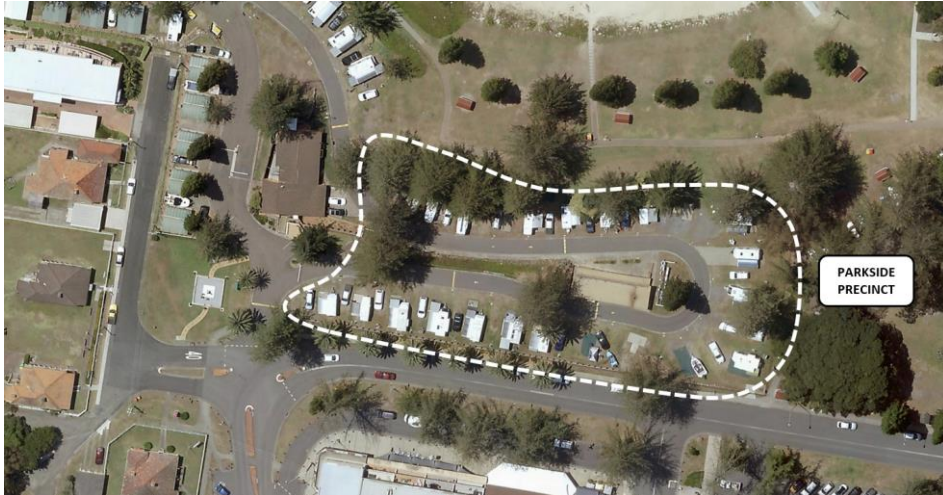
Entry Precinct



The survey indicates a slight preference for relocating the reception in place of existing cabins (Question 4 – average score 3.28) rather than replacing the cabins with new (Question 5 – average score 3.18). In either circumstance however, respondents generally agree that the existing cabins needs to be replaced to enable safe and effective operation of the Entry Precinct. Based on responses from those that responded from the local area, there was a lesser tendency to agree to replacing the existing cabins, and a greater tendency to support the relocation of the reception area (average scores of 2.99 and 3.30 respectively).

HBHP Recommendation 1: Undertake detailed analysis of the potential to relocate the reception and residence building to the location of the existing entry area cabins. If feasible, replace existing reception and residence with new cabins. If not feasible, investigate options to replace existing cabins with new appropriately designed and landscaped alternatives.

Parkside Precinct



The survey shows that both replacing the existing two-storey brick amenities with studio cabins (Question 6 – average score 2.63) and providing existing sites on Livingstone Street with en-suite facilities (Question 7 – average score 2.52) received relatively low responses. However, when considering local response preferences, there was a greater willingness to consider these changes (average scores of 3.05 and 2.85 respectively).

Replacing the northern camping and caravan areas in the Parkside Precinct adjoining Horseshoe Bay with cabins was generally met with disagreement (Question 8 – average score 2.09), though levels of support did slightly improve amongst local respondents (average score of 2.32).

HBHP Recommendation 2: Consider options for change in the Parkside Precinct, improving the appearance of the existing amenities block, whilst integrating moderate changes to accommodation options where possible. Consideration of any new cabins on the park frontage to be confirmed by the internal review process.

Creekview Precinct



The survey indicated that the community strongly agree to retaining the Creekside Precinct for low-key camping and caravan purposes (Question 9 – average score 4.32). The survey indicated that the community is more split between having additional cabins at the southern end of the Creekside Precinct (Question 10 – average 2.45), with 58% of the respondents disagreeing or strongly disagreeing with this option compared with 36% either agreeing or strongly agreeing. At the local level, this split was more even, though still favouring retention of camping overall (average score of 2.59, with 56% disagree or strongly disagree and 41% agree or strongly agree).

Most respondents agree to the installation of a new camp kitchen that adjoins the existing amenities building (Question 11 – average score 3.73).

HBHP Recommendation 3: Generally retain the Creekside Precinct for low-key camping and caravan purposes, with consideration of any new cabins to be confirmed by the internal review process.

HBHP Recommendation 4: Construct a new camp kitchen that adjoins the existing amenities building, ensuring through the design process that all regulations can be met.

Headland Precinct



There was a very strong disagreement (193 respondents) to having 'coastal design' cabins in the Headland Precinct (Question 12 – average score 1.83). This view was generally shared with the local respondents with a slightly more agreeable, though still low an average score of 1.99.

HBHP Recommendation 5: Generally retain the Headland Precinct for low-key camping and caravan purposes, with consideration of any new cabins to be confirmed by the internal review process.

3.3.4 Other consultation issues and opportunities

Visitor Survey

The Visitor Survey, which was directed to those that have previously stayed at the holiday park sites, received 188 responses with respect to the Horseshoe Bay site. This survey highlighted that most

visited the Holiday Park utilising their caravan (67%), and usually stayed on a powered site (82%). 49% of visitors only stayed once at the site, whilst 25% indicated that they regularly stayed at the park, often returning over many years.

35% of respondents stayed for more than 2 nights but less than a week, whilst 25% stayed for either '1 - 2 nights' or '1-2 weeks' each. 40% stayed during an off-peak period for an extended time and only 10% of respondents indicated that their stay was during a peak period or school holiday. 86% of respondents stayed with 1 or 2 other people (Question 7) and 85% are not involved in any community group or club (Question 8).

Based on this survey, the majority of visitors identified that the same level of facility provision should generally be maintained. Question 13 indicated that of all improvement options asked, 60-80% of responses were to keep it the same with 45% responding to more camp kitchens and 38% for more drive through sites. Question 14 asked "Are there any facilities or features that you believe are needed?", of which the most frequently sought additional facilities included improvements or replacement of the amenities, additional camp kitchen and improvement of site slabs.

Overall, comments from visitors generally indicated a strong desire to retain the existing character, disagree with providing additional cabins and to minimise changes to Horseshoe Bay Holiday Park.

Annals Survey

There are no annual holiday van sites at Horseshoe Bay Holiday Park.

Community Survey

As identified above, 418 responses were received with respect to the community survey. In addition to the specific questions as outlined in Section 3.3.3, an open ended question was also included to capture any further comments on facilities, features, issues or ideas that may be needed in the context of the Horseshoe Bay Holiday Park. 167 additional responses were received with respect to this question.

Of these the most frequent comments related to demolishing and upgrading the two storey amenities block, with a number of comments also being made with respect to general site improvements – such as camp kitchens and laundry facilities. A common concern was raised regarding the cabin-centric nature of the survey with a desire to retain as many caravan sites as practically possible and not to increase the number of cabins.

Again, the overarching comments from the community survey also generally indicated a strong desire to retain the existing character and minimise changes to the Holiday Park.

Drop-in and other consultations

A number of drop-in meetings, site and telephone discussions were held with those that have an interest in the Holiday Park, including surrounding businesses, clubs and individuals. Key outcomes of these consultation activities include:

- Need to improve the current access and check-in arrangements, including a switch of office facilities to the left-hand side of the entry
- Need to improve the amenities within the eastern portion of the site, as well as provision of camp kitchens

- Views are key within the area - impacts on these are heavily opposed
- Cabin and infrastructure improvements are needed, existing cabins are relatively poor - better cabins provides for higher spending visitors
- Many other caravan parks are implementing cabins - surprised it hasn't happened more here
- Need a balance / diversity in accommodation types
- The Holiday Park needs a significant improvement to meet consumer needs and to match the town's expectations - need to be modern and relevant and match in with the broader reserve improvements
- Sites need to be booked well in advance and are often rebooked on check-out
- Provided that the en-suite buildings are below the visual impact height from the adjoining street, then they may be ok
- New cabins along the back creek may be appropriate as they do not block the main views, other proposed locations are generally not supported

HBHP Recommendation 6: In conjunction with Recommendation 2, consider options for the replacement of the Parkside Precinct amenities block, potentially including a new camp kitchen and accommodation facilities whilst minimising the intrusiveness of the structure.

HBHP Recommendation 7: Consider options to retain / maximise caravan and camping sites, utilising replacement / improvement of other facilities such as the manager's residence area to enable growth in cabins or other forms of accommodation.

3.3.5 Feedback themes and emerging design directions

Key themes and subsequent design directions that are readily able to be identified through the consultation process include:

- Desire to retain the character of the area as a caravan and camping location, minimising additional cabins, particularly in areas considered to be intrusive to views
- Future development to increase the quality of communal and service orientated facilities around the Entry and Parkside Precinct amenities, including the reception and eastern amenities buildings
- Integrating additional facilities within the Holiday Park, including higher quality holiday park 'basics', such as amenities and camp kitchens, with potential to also include some cabins within discrete locations when these designs are optimised
- The need to retain the low-key caravan and camping character of the area, whilst addressing the need for upgrades and improvements to meet an evolving market, including for higher quality accommodation options

HBHP Recommendation 8: Future holiday park designs take into consideration the feedback themes and emerging design directions as outlined.

3.3.6 Summary of recommendations

Based on the above findings, a summary of the recommendations made are outlined below:

HBHP Recommendation 1: Undertake detailed analysis of the potential to relocate the reception and residence building to the location of the existing entry area cabins. If feasible,

replace existing reception and residence with new cabins. If not feasible, investigate options to replace existing cabins with new appropriately designed and landscaped alternatives.

HBHP Recommendation 2: Consider options for change in the Parkside Precinct, improving the appearance of the existing amenities block, whilst integrating moderate changes to accommodation options where possible. Consideration of any new cabins on the park frontage to be confirmed by the internal review process.

HBHP Recommendation 3: Generally retain the Creekside Precinct for low-key camping and caravan purposes, with consideration of any new cabins to be confirmed by the internal review process.

HBHP Recommendation 4: Construct a new camp kitchen that adjoins the existing amenities building, ensuring through the design process that all regulations can be met.

HBHP Recommendation 5: Generally retain the Headland Precinct for low-key camping and caravan purposes, with consideration of any new cabins to be confirmed by the internal review process.

HBHP Recommendation 6: In conjunction with Recommendation 2, consider options for the replacement of the Parkside Precinct amenities block, potentially including a new camp kitchen and accommodation facilities whilst minimising the intrusiveness of the structure.

HBHP Recommendation 7: Consider options to retain / maximise caravan and camping sites, utilising replacement / improvement of other facilities such as the manager's residence area to enable growth in cabins or other forms of accommodation.

HBHP Recommendation 8: Future holiday park designs take into consideration the feedback themes and emerging design directions as outlined.

3.4 Hat Head Holiday Park

3.4.1 Site overview

The Hat Head Holiday Park is set within the broader Hat Head Holiday Park Reserve (Crown reserve # 52808) which incorporates the holiday park, public open spaces and surrounding vegetated areas.

The Holiday Park is divided by a public access road (Reserve Road), generally resulting in the more distinct and formal areas of the Holiday Park to the south, and other more informal predominantly seasonal / low use camping areas to the north and east. Precinct areas have been identified based on these broad spaces and are outlined in Figure 11.



Figure 11: Hat Head Holiday Park planning precincts

Within these precincts, there is generally a greater number of fixed infrastructure / buildings in the Entry and Creekside South Precincts, whereas the Beachside and Creekside East Precincts are comparatively undeveloped (albeit cabins exist within each but are generally not prominent features of those areas). All annual holiday van sites are located in the Entry and Creekside South Precincts. The current Holiday Park plan is provided in Figure 12 (note: north is to the bottom of the page). Images of the existing site are provided in Figure 13 for additional context.

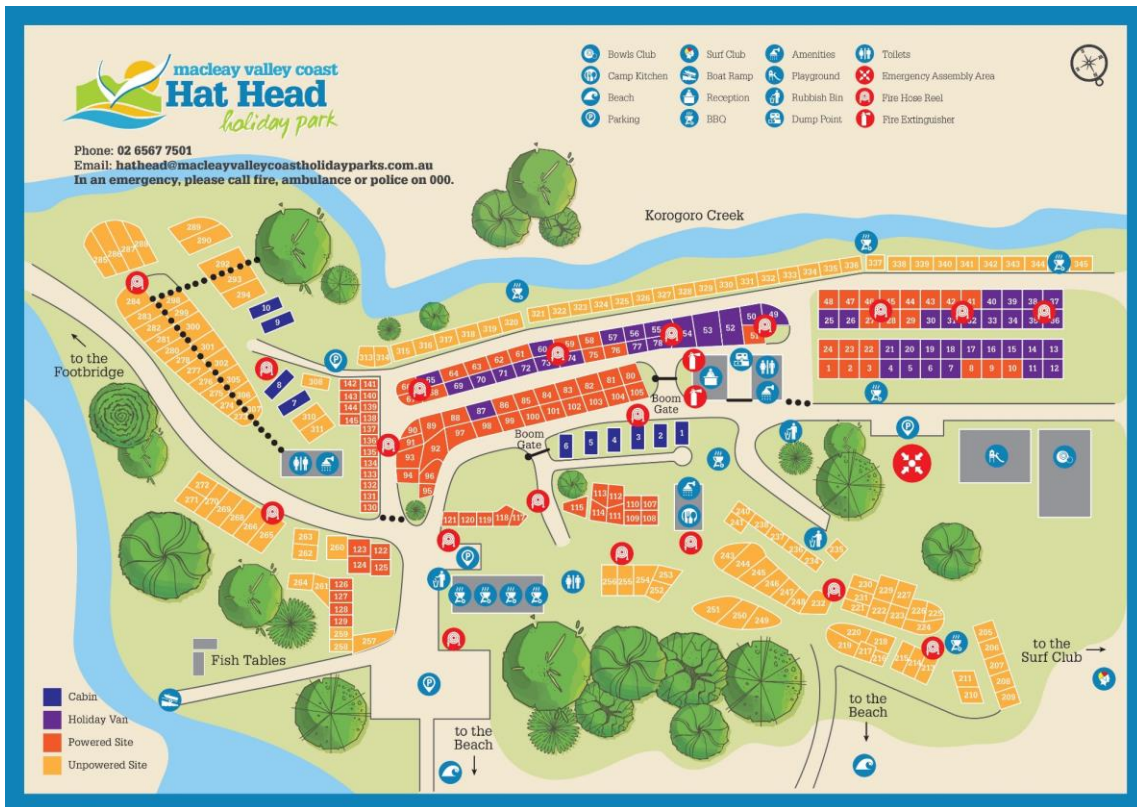


Figure 12: Hat Head Holiday Park map



View along main access road



View along internal access road (Riverside South)



View towards the Riverside East Precinct amenities



View of Beachside Precinct

Figure 13: Hat Head Holiday Park site photos

3.4.2 Summary of consultations completed

In total, there was 271 respondents to the community survey for Hat Head Holiday Park, of which 43 respondents (16%) indicated that they lived in Hat Head area. 140 respondents (51%) regularly stay more than three (3) times each year at the Holiday Park, suggesting a number of regular tourists to the area or annual holiday van owners also completed the survey. Graphs showing the results of the community survey for Hat Head Holiday Park are provided in Appendix D.

3.4.3 Consultation outcomes by Precinct

Over and above the specific precincts, an additional question (Question 4) was provided in the Community Survey for Hat Head relating to the public road that current extends through the Holiday Park and proposing an alternative alignment to the north (as shown in Figure 14). The existing public access road creates conflict between those accessing the public facilities and park users that require access to adjoining sites and who often have families (children) in and around those sites. The alternative access arrangements are aimed at separating the Holiday Park and public use areas, whilst increasing foreshore access for the public.



Figure 14: Hat Head Holiday Park potential alternative public road access option

There was a relatively even split in the results with respect to this issue, albeit with stronger feelings towards retaining the existing situation (average score 2.77). Of those that lived in the Hat Head area, these results tended to be more in favour of an alternative road access arrangement (average score 3.15). Several comments were also made around the proposed location and alternatives that may include:

- Connecting from the south of the surf club rather than through the eastern side of the bowling club
- Providing an access road to the south of the Holiday Park to avoid the dune area
- Protecting the dune area irrelevant of the road location.

HHHP Recommendation 1: Further consider options for an alternative public road access arrangement to the boat ramp area in conjunction with broader reserve master planning.

Entry Precinct



The survey indicates a strong preference to retain annual holiday van sites in the Entry Precinct (Question 5 - average score 4.03), albeit slightly lower for local people in the area (average score 3.64). Similarly, re-allocation of existing 'tourist' sites to annual holiday van sites was also generally supported but not as favourably (Question 6 - average score 3.2, similarly for local respondents). Most respondents also agree to creating more campsites along the western boundary of the Entry Precinct (Question 7 - average score 3.31 or 3.39 for local respondents).

HHHP Recommendation 2: Retain existing annual holiday vans within the Entry Precinct pending outcomes of broader reserve master planning and subject to outcomes of the Social and Economic Impact process and any resulting strategies.

HHHP Recommendation 3: Only as required to meet demand to accommodate holiday vans that are relocated within the site, and subject to outcomes of the Social and Economic Impact process and any resulting strategies, consider reallocation of tourist sites within the Entry Precinct to annual holiday van sites. Retain sites 41 - 48 for tourist purposes where possible.

HHHP Recommendation 4: Utilise the western boundary of the Entry Precinct for additional camping sites to compensate for any camping sites lost in other areas of the Holiday Park or for expansion of the site subject to broader reserve master planning.

Creekside South Precinct



Respondents generally agree to retaining the low-key caravan and camping space in the Creekside South Precinct (Question 8 - average score 3.83). Conversely, most respondents disagree with transitioning the annual holiday van sites to tourist sites in this precinct (Question 9 - average score 2.54), albeit this is more balanced when considering responses of those that live in the area (average score 3.00).

HHHP Recommendation 5: Consider the removal or relocation of annual holiday vans from the Creekside South Precinct to the Entry Precinct, subject to the outcomes of the Social and Economic Impact Assessment process and any resulting strategies.

Creekside East Precinct



The majority of respondents agree or strongly agree to retaining low-key caravan and camping in the Creekside East Precinct (Question 10 - average score 4.2). Similar outcomes were seen for the provision of a new camp kitchen that adjoins to the existing amenities building (Question 11 - average score 4.2).

Whilst results were not as strong, respondents were generally agreeable to the provision of some additional, appropriately designed and landscaped, cabins constructed near the existing cabins in this precinct (Question 12 - average score 3.27). It is however noted that additional cabins in this location received a variable response from those from the local area, resulting in a more negative response overall (average score 3.00). Comments received during other consultations including drop-in sessions, suggested various locations for additional cabins, though most felt that the location of the existing cabins was hidden and appropriate.

There is also a general agreement that a pedestrian pathway and additional carparking on the access road through the boat ramp would provide appropriate separation of vehicles from the camping areas (Question 13 - average score 3.26). This score was met with slightly greater acceptance at the local level (average score 3.46).

An open opportunity to further comment on this was also provided, with a total of 51 responses received (Question 14). In summary the key themes from these responses (which also includes comments on the northern access road) included:

- Broadly in agreement with proposed direction:
 - Agree with pathway to footbridge, but should be dual cycleway
 - Keep existing road for pedestrians
 - Also need to connect along the Creekside South levee bank
- Broadly in disagreement with proposed direction:
 - Impacts include tree loss, parking loss and loss of camping sites
 - Potential conflicts between park guests and road-crossing to beach
 - Access is already available, no need to change
 - Fixed infrastructure such as roads and pathways are contrary to the area’s character
 - Better option is to have pathways running alongside the existing roads
 - Sealed road and car parking is needed to the footbridge (also for access to creek beaches and picnic areas), particularly for disabled, children and the elderly

HHHP Recommendation 6: Establish a new camp kitchen and new or upgraded amenities in the vicinity of the existing amenities block of the Creekside East Precinct.

HHHP Recommendation 7: Facilitate a small number of additional cabins in the vicinity of the existing cabins located in the Creekside East Precinct.

HHHP Recommendation 8: Further consider options for alternative access arrangements to the footbridge in conjunction with broader reserve master planning.

HHHP Recommendation 9: In conjunction with broader reserve master planning, also consider the opportunity to formalise a pathway from Creek Street to the pedestrian bridge along or to the creek side of the existing levee bank

Beachside Precinct



The majority of respondents agree to retaining the low-key caravan and camping space in Beachside Precinct (Question 15 - average score 4.25). There were more even views from respondents on whether the Beachside Precinct layout will need to be / or should be modified if a new road is established (Question 16 - average score 2.95). This reflects the scores seen from Question 4, with those identifying as local residents again being more agreeable to this change (average score 3.32).

HHHP Recommendation 10: In conjunction with broader reserve master planning, consider the need for upgrade of access and caravan / camping sites in the Beachside Precinct, whilst retaining an open and natural character of the area.

3.4.4 Other consultation issues and opportunities

Visitor Survey

The Visitor Survey, which was directed to those that have previously stayed at the holiday park sites, received 227 responses with respect to the Hat Head site. This survey highlighted that most visited the Holiday Park utilising their caravan (55%), and usually stayed on a powered site (62%). More than 60% of visitors had only stayed once or more than once but not regularly. Only 10% of respondents indicated that their stay was during a peak period or school holiday.

Based on this survey, the majority of visitors identified that the same level of facility provision should generally be maintained. Of those that sought additional facilities “camp kitchens and other communal spaces” (34%) and “drive-through sites” (31%) were the most commonly requested additional facilities. More “powered sites” (26%) and “recreational / play facilities” (25%) were the next most frequently requested. Conversely, “Safari tent (i.e. permanent tents)” (23%) and “holiday vans” (14%) were the facilities that visitors most felt should be reduced (albeit no safari tents current exist on the site).

Other comments from this survey generally indicated a desired to retain the existing character and minimise changes to the Holiday Park, reflecting its generally high rating amongst visitors. Those seeking some changes indicated improvements to communal facilities (e.g. camp kitchens), amenities and children’s play spaces to be the most frequently identified opportunities.

Security and road safety were also raised as negative issues by some respondents, whilst a café at the park, kayak/SUP hire, fire pit or pits, larger camping sites and improved powered sites (concrete / artificial turf / cloth pads and levelled sites) were identified as having potential. Both positive and negative comments were received with respect to pet (dog) rules, restrictions and of those not following the rules that have been established. Similarly, variable comments were received with respect to holiday vans that had both positive (security/friendliness) and negative (poor condition) attributes.

HHHP Recommendation 11: Consider options for minor commercial activities, such as equipment hire and/or kiosk, as well as improved play spaces to benefit both the local community and Holiday Park visitors as part of future reserve master planning.

Annals Survey

The Annals Survey, which was directed to those who currently stay in an annual holiday van site, received 36 responses with respect to the Hat Head site. This survey highlighted that the average length respondents have held an annual holiday van site is 15 years with 38% staying 60-90 nights

per year and 42% staying 90-150 nights per year. Most commonly the annual holiday van site is used by immediate family i.e. adults and children (42%) and over 78% of respondents are involved in the Bowls or Fishing Club.

Question 12 asked whether certain facilities should be more, less or the same of which, 60-80% of responses were to keep it the same with 63% responding to less safari tents (although none currently exist) and 46% responding to less drive through sites. Question 13 asked "Are there any facilities or features that you believe are needed?" to which those that sought additional facilities identified needs for upgraded / improved amenities (including issues with the sewer) and dealing with the refuse were the most commonly requested.

Overall, comments from annuals generally indicated a strong desire to retain the existing character and minimise changes to the Hat Head Holiday Park.

Community Survey

As identified above, 217 responses were received with respect to the community survey. In addition to the specific questions as outlined in Section 3.4.3, an open ended question was also included to capture any further comments on facilities, features, issues or ideas that may be needed in the context of the Hat Head Holiday Park. 88 additional responses were received with respect to this question.

Of these the most frequent comments related to improving the existing amenities block, with a number of comments also being made with respect to general reserve improvements – including upgrading camp kitchens and a covered area at the children's playground (to replace the previously removed shade cover). A common concern was the proposal to construct an additional access road north of the Holiday Park, including potential for impacts on the dune system.

Again, the overarching comments from the community survey also generally indicated a strong desire to retain the existing character and minimise changes to the Holiday Park.

Drop-in and other consultations

A number of drop-in meetings, site and telephone discussions were held with those that have an interest in the Holiday Park, including surrounding businesses, clubs and individuals. Key outcomes of these consultation activities include:

- A relatively large number of annual holiday van owners participate in surf club, bowling club, fishing club, Hat Head Community Group and others, with several of these indicating a heavily reliance on annual holiday vans for their ongoing survival
- A number of businesses indicated that their business relies on annual holiday vans, particularly during off-peak periods
- Other improvements with the broader reserve are needed, including play space with shade and public toilet near the footbridge
- Noticeable increase in off-peak tourism in more recent years
- Concern regarding the capacity of the sewer to service any additional development
- Concern over interaction between park guests / children and the public road through the Holiday Park
- Drainage issues in the Creekside South Precinct need to be rectified

- Reception / check-in facilities need to be improved, preferably on the left-hand side of the entry road
- Concerns regarding the quality of the amenities block - particularly in the east
- Suggestions for alternative cabin locations made, particularly where these are not well suited to caravanning - i.e. on slopes

3.4.5 Feedback themes and emerging design directions

Key themes and subsequent design directions that are readily able to be identified through the consultation process include:

- Desire to retain the character of the area, including its laid-back nature and high level of integration with natural surrounds, being a major drawcard of the site for many of its visitors
- Future development to be respectful of the area and to be well integrated into the topography and vegetation wherever possible
- Integrating additional facilities within the Holiday Park, including higher quality holiday park 'basics', such as provision of a new or upgraded eastern amenities and camp kitchen
- Providing better delineation between the Holiday Park and day use areas to the north east (boat ramp) and south-east (footbridge), including potential for better pedestrian access, shared pathways and mobility inclusions
- The need to generally retain the low-key caravan and camping character of the area, whilst addressing the need for upgrades and improvements to meet an evolving market, including for higher quality accommodation options
- The need to resolve a position and provide clear communication for annual holiday van owners, to be based on outcomes of the Social and Economic Impact of Annuals process and the findings of this report

HHHP Recommendation 12: Future holiday park designs take into consideration the feedback themes and emerging design directions as outlined.

3.4.6 Summary of recommendations

Based on the above findings, a summary of the recommendations made are outlined below:

HHHP Recommendation 1: Further consider options for an alternative public road access arrangement to the boat ramp area in conjunction with broader reserve master planning.

HHHP Recommendation 2: Retain existing annual holiday vans within the Entry Precinct pending outcomes of broader reserve master planning and subject to outcomes of the Social and Economic Impact process and any resulting strategies.

HHHP Recommendation 3: Only as required to meet demand to accommodate holiday vans that are relocated within the site, and subject to outcomes of the Social and Economic Impact process and any resulting strategies, consider reallocation of tourist sites within the Entry Precinct to annual holiday van sites. Retain sites 41 - 48 for tourist purposes where possible.

HHHP Recommendation 4: Utilise the western boundary of the Entry Precinct for additional camping sites to compensate for any camping sites lost in other areas of the Holiday Park or for expansion of the site subject to broader reserve master planning.

HHHP Recommendation 5: Consider the removal or relocation of annual holiday vans from the Creekside South Precinct to the Entry Precinct, subject to the outcomes of the Social and Economic Impact Assessment process and any resulting strategies.

HHHP Recommendation 6: Establish a new camp kitchen and new or upgraded amenities in the vicinity of the existing amenities block of the Creekside East Precinct.

HHHP Recommendation 7: Facilitate a small number of additional cabins in the vicinity of the existing cabins located in the Creekside East Precinct.

HHHP Recommendation 8: Further consider options for alternative access arrangements to the footbridge in conjunction with broader reserve master planning.

HHHP Recommendation 9: In conjunction with broader reserve master planning, also consider the opportunity to formalise a pathway from Creek Street to the pedestrian bridge along or to the creek side of the existing levee bank

HHHP Recommendation 10: In conjunction with broader reserve master planning, consider the need for upgrade of access and caravan / camping sites in the Beachside Precinct, whilst retaining an open and natural character of the area.

HHHP Recommendation 11: Consider options for minor commercial activities, such as equipment hire and/or kiosk, as well as improved play spaces to benefit both the local community and Holiday Park visitors as part of future reserve master planning.

HHHP Recommendation 12: Future holiday park designs take into consideration the feedback themes and emerging design directions as outlined.

3.5 Crescent Head Holiday Park

3.5.1 Site overview

The Crescent Head Holiday Park is set within the broader Crescent Head Reserve (Crown reserve # 63725) which incorporates the Crescent Head headland, holiday park, golf course, public open spaces and surrounding vegetated foreshore areas.

The Holiday Park is divided by a public access road, resulting in two distinct parts of the Holiday Park - adjoining Killick Creek in the west, and the oceanfront in the east. Within each of these parts, the site can be further identified by precinct based on the more built up areas, and the more traditional camping / caravanning areas. These precinct areas are outlined in Figure 15.



Figure 15: Crescent Head Holiday Park planning precinct

Within these precincts, there is a greater number of fixed infrastructure / buildings in the Creekside Cabin and Oceanside Cabin Precincts. All existing holiday vans (16 in total) and all permanent sites (7 in total) are located in the Creekside Camping Precinct. The current park plan is provided in Figure 16, with images of the existing site provided in Figure 17 for additional context.



Figure 16: Crescent Head Holiday Park map



Holiday vans in Creekside Cabin Precinct



Existing cabins in Oceanside Cabin Precinct



Existing cabins in Creekside Cabin Precinct



Tourist sites in the Creekside Camping Precinct

Figure 17: Crescent Head Holiday Park site photos

3.5.2 Summary of consultations completed

In total, there was 322 respondents to the community survey for Crescent Head Holiday Park, of which more than 70 respondents (23%) live in Crescent Head area. Of the broader results, 120 respondents (37%) stay two to three times each year, and 113 respondents (35%) stay more than three times per year. 87% of respondents regularly use the surrounding area of Crescent Head Holiday Park three or more times per week. Graphs showing the results of the community survey for Crescent Head Holiday Park are provided in Appendix E.

It is noted that 130 responses (40% of the total) were received from the same internet protocol (IP) address, which has skewed results heavily in some areas and appears to have been undertaken by a single individual. Where this is the case, results both with and without results from that IP address are provided for context.

3.5.3 Consultation outcomes by Precinct

Creekside Camping Precinct



The survey indicated a strong preference to retain this precinct for camping and caravan purposes (Question 4 – average score 4.38), however annual holiday van sites should not be replaced for camping and caravan purposes in this precinct (Question 5 – average score 1.92). The majority of respondents also agree to the installation of a new camp kitchen adjoining the existing amenities building (Question 6 – average score 3.89).

Excluding the 130 responses from the single IP address, there is a slightly lesser preference in Question 4 (average score 4.3) and a slightly higher preference in Question 6 (average score 4.00). However, there was a significant difference in the outcomes for Question 5 relating to the replacement of holiday vans. For this question the weighted average score was 1.05 for 130 responses from the single IP address, compared to a weighted average of 2.67 without, and 3.05

for other responses from those in the local area, suggesting a much greater willingness for these to be removed.

CHHP Recommendation 1: Retain Creekside Camping Precinct for low-key camping and caravan purposes.

CHHP Recommendation 2: Consider the removal of existing annual holiday vans within the Creekside Camping Precinct, subject to outcomes of the Social and Economic Impact process and any resulting strategies.

CHHP Recommendation 3: Establish a new camp kitchen adjoining the existing amenities building within the Creekside Camping Precinct.

Creekside Cabin Precinct



There is a split in responses between upgrading the cabins adjacent to Reserve Road (Question 7 – average score 2.66 or 3.09 without the 130 responses from the same IP address, and 3.21 from other local respondents). There was less support for well landscaped cabins or safari tents along the Killick Creek frontage (Question 8 – average score 2.30 or 2.61 without the 130 responses from the same IP address, and 2.74 from other local respondents).

Question 9 then asked about what type of accommodation is most appropriate in this area in which 61% responded “none of the above” and 39% responded to a specific or mix of accommodation types (26% being for a mix). However, this split is more even when excluding the 130 responses from the single IP address (48% / 52% (with 32% requesting a mix), and a preference for a range of accommodation types from those respondents indicating a local presence (38% / 62% (with 38% requesting a mix of accommodation types). Further comments were also received regarding this area in other consultations, with support for alternative forms of accommodation being generally supported rather than developing more prominent locations (refer Section 3.5.4).

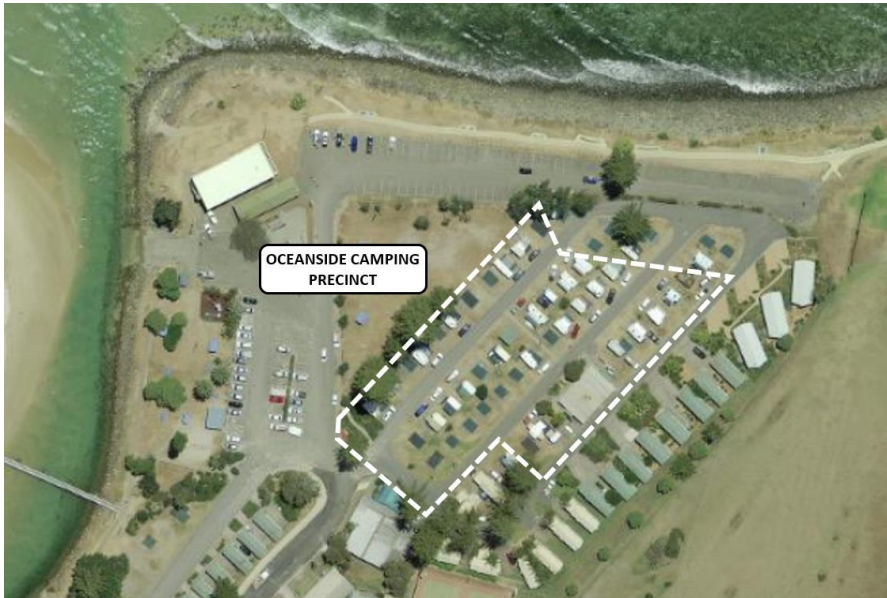
The survey results also indicated strong disagreement to the replacement of the annual holiday van sites in the Creekside Camping Precinct with camping or caravan sites (Question 10 – average score

1.98). Like in Question 5 however, the 130 responses from a single IP address had a very low weighted average score (1.09), compared to a weighted average of 2.72 without, and 2.95 for other responses from those in the local area, suggesting a much greater willingness for these to be removed.

CHHP Recommendation 4: Identify options for installation of appropriately designed and landscaped cabins adjoining the entry road within the Creekside Cabin Precinct.

CHHP Recommendation 5: Consider options to provide a mix of accommodation types along the Killick Creek frontage within the Creekside Cabin Precinct.

Oceanside Camping Precinct



The single question relating to the Oceanside Camping Precinct indicated a strong preference to retain the area for camping and caravan purposes (Question 11 – average score 4.18). This strong preference was repeated with the 130 responses from the single IP address, and to a slightly lesser extent by respondents that identified as living locally (average scores of 4.39 and 4.03 respectively).

CHHP Recommendation 6: Retain the Oceanside Camping Precinct primarily for camping and caravan purposes.

Oceanfront Precinct



The was moderate agreement to the installation of cabins to improve the interface between the Holiday Park and the adjoining public domain / car park area (Question 12 – average score 3.1). However, this response was less favourable when excluding the 130 responses from the single IP address, and to a slightly lesser extent again by respondents that identified as living locally (average scores of 2.65 and 2.62 respectively).

There was however comparatively strong agreement that a camp kitchen in the Oceanfront Precinct could improve the interface between the public domain and the Holiday Park (Question 13 – average score 3.82). Like the previous question however, this response was again seen as being not as favourable (though still positive) when excluding the 130 responses from the single IP address, and to a slightly lesser extent again by respondents that identified as living locally (average scores of 3.68 and 3.49 respectively).

CHHP Recommendation 7: Retain the Oceanfront Precinct as a low key camping and caravan area, whilst considering options to improve the physical and visual relationship between the Holiday Park and adjoining public domain pending outcomes and integration with the broader Public Domain Master Plan project. Consideration of any new cabins to be confirmed by the internal review process.

CHHP Recommendation 8: Reduce potential for visual impacts within the Oceanfront Precinct by combining amenities and camp kitchen facilities within the more central area of the Oceanside Camping Precinct.

Oceanside Cabin Precinct



There were no questions asked within the survey with respect to the Oceanside Cabin Precinct given the recent improvements that have been made to this area.

3.5.4 Other consultation issues and opportunities

Visitor Survey

The Visitor Survey, which was directed to those that have previously stayed at the holiday park sites, received 263 responses with respect to the Crescent Head site. This survey highlighted that most visited the Holiday Park utilising their caravan (51%), and usually stayed on a powered site (76%). 32% of visitors only stayed once and 46% stayed more than two nights but less than one week. 30% of respondents stayed for an extended time during an off-peak period and 19% of respondents indicated that their stay was during a peak period or school holiday. 66% of respondents stayed with 1 or 2 other people and 9% are involved in the Bowls Club with 77% not being involved in any community club.

Based on this survey, the majority of visitors identified that the same level of facility provision should generally be maintained. Question 13 indicated that of all improvement options asked, 50-80% of responses were to keep it the same. Of those that sought more or less facilities, 42% responding to additional camp kitchens, 35% to additional en-suite sites, and 32 to drive-through sites. Conversely, 30% responded to reduced number of safari tents (albeit none exist at the site), and 18% to less holiday vans.

Question 14 asked “Are there any facilities or features that you believe are needed?”. Of those that sought additional facilities “upgrading the amenities block” and “an additional camp kitchen” were the most frequently requested responses.

Overall, comments from visitors generally indicated a strong desire to retain the existing character and minimise changes to Crescent Head Holiday Park, whilst improving the quality of the infrastructure available.

Annals Survey

The Annals Survey, which was directed to those who currently stay in an annual holiday van site, received 15 responses with respect to the Crescent Head site. This survey highlighted that the average length respondents have held an annual holiday van site is 22 years (the longest time out of all the holiday parks) with 50% staying 60-90 nights per year and 28% staying 30-60 nights per year. The annual holiday van sites are used by a family group 36%, or an extended family 43%. 55% of annuals are involved in the Bowls Club or the Country Club.

Question 12 asked whether certain facilities should be more, less or the same of which, most response were to keep it the same. 42% of responses were indicated that there should be less safari tents (albeit none exist at the site), 75% for more recreational/play facilities, 38% for more camp kitchens and 43% for more annual holiday vans. Question 13 asked “Are there any facilities or features that you believe are needed?” of which several respondents indicated the need for improved amenities and camp kitchen facilities, as well as play spaces.

Community Survey

As identified above, 322 responses were received with respect to the community survey. In addition to the specific questions as outlined in Section 3.5.3, an open ended question was also included to capture any further comments on facilities, features, issues or ideas that may be needed in the context of the Crescent Head Holiday Park. 201 additional responses were received

with respect to this question, including 116 from the same IP address which typically related to the concerns over the removal of permanent residents, holiday vans and commercialisation of the site.

Other frequent comments included the need to improve infrastructure generally, and particularly amenities and camp kitchen facilities. Concern was raised by a number of responses about the over-development or over-commercialisation of the site - particularly through new cabins. Several also related the development of cabins to increasingly questions over affordability of the Holiday Park. Some also saw the retention of holiday vans as being important or for some form of innovative solution for these to be retained, but available to the general public.

Several respondents identified that the Holiday Park was relatively small for the number of available sites, and that larger access roads and larger sites were required, even if this resulted in the loss of some existing sites. Some felt that there were opportunities for a kiosk to be re-opened, and for the Holiday Park to be extended to the "overflow parking area" further west along Killick Creek - generally as a way of reducing the density of the site rather than to increase to number of sites.

Some also raised concern about coastal erosion and impacts of storms, including that some impacts from wave overtopping had already occurred in the area. This led some to suggest that there should not be fixed facilities in vulnerable locations. Similarly, some felt that fixed facilities were not appropriate as the public open space areas may need to be expanded in the future and loss of camping sites to facilitate this may be appropriate.

Finally, comments were often made about the state of caravan and camping sites, seeking to increase the quality of these further artificial turf, concrete slabs or other means. Many felt that this would improve the visual amenity as well as quality of experience for visitors.

Drop-in and other consultations

A number of drop-in meetings, site and telephone discussions were held with those that have an interest in the Holiday Park, including surrounding businesses, clubs and individuals. Key outcomes of these consultation activities include:

- Desire to improve the interface between the Holiday Park and the public domain through improvements within the Holiday Park
- Need for reception area improvements, as well as camp kitchens and amenities
- Potential to incorporate surrounding land/facilities into the Holiday Park
- Opportunity for en-suited sites should be considered
- Concerns over need for and location of overflow parking areas for visitors - one park for large cabins is not working
- Oceanfront precinct cabins and camp kitchen are not supported due to visual impact and potential for coastal erosion / storm impacts both now and in the future
- Killick Creek and entry cabins may be appropriate, but sites / facilities need to be set back from the Creek, including design of existing sites
- Various options identified to retain annuals - e.g. through rental to visitors, off-peak only, increased fees etc.
- Broader issue within the town with too many holiday homes and a lack of worker accommodation

- Concern over affordability of the Holiday Park - particularly for cabins
- Need for both high and lower costs options to encourage diversity and a balanced outcome
- Safari tents may be an appropriate balance between cabins and caravan sites
- Opportunity for better pedestrian connection through the site
- Some annual holiday van owners associated with Surf Club and other community activities
- Annual holiday vans contribute to the social and economic fabric of the town
- Annual holiday vans seem to be underutilised and take away the opportunity for others - should be available to anyone to book
- Annual sites should become camping / caravan sites and they should be offered the first opportunity to book
- Business has a greater dependence on high spending visitors, annuals are not really noticed
- Not aware of who the visitors are, annuals or not, just know that the Holiday Park has a lot of visitors to come to the shops
- Need to plan for 50 years and to ensure that the Holiday Park space can be given back to being public open space when it needs to be (due to growth) - avoid fixed facilities in these areas, e.g. at footbridge and beachfront
- Oceanfront Precinct may be better as caravan sites
- Opportunity to re-instate the kiosk at the reception
- Creek edge needs to be improved - both in the water / rocks, as well as to separate caravan sites from the pathway

CHHP Recommendation 9: Ensure that any proposed structures meet appropriate flood and coastal impact requirements, are relocatable for longer-term flexibility and to meet long term public open space needs.

CHHP Recommendation 10: Consider options for minor commercial activities, such as equipment hire and/or kiosk, as well as improved play spaces to benefit both the local community and Holiday Park visitors in line with current public domain master planning process.

3.5.5 Feedback themes and emerging design directions

Key themes and subsequent design directions that are readily able to be identified through the consultation process include:

- Desire for the Holiday Park to respond to the character of the broader area, and in doing so to acknowledge and build on the work undertaken as part of the Crescent Head Public Domain Master Plan in terms of integration of the Holiday Park.
- Desire to ensure an appropriate mix of accommodation opportunities, minimising the number of additional cabins, particularly in areas considered to be intrusive to views.
- Future development to increase the quality of the communal guest facilities by improving amenities and camp kitchens in both the eastern (Oceanside) and western (Creekside) portions of the site.

- The need to retain the caravan and camping character of the area, whilst addressing the need for upgrades and improvements to meet an evolving market, including improvement to these site areas.
- Clarifying the future of annual holiday van sites in the context of their contribution to the area (also subject to outcomes of the Social and Economic Impact process), whilst retaining the permanent resident sites in-line with their current occupancy agreement with Council.

CHHP Recommendation 11: Future holiday park designs take into consideration the feedback themes and emerging design directions as outlined for the Crescent Head Holiday Park.

3.5.6 Summary of recommendations

Based on the above findings, a summary of the recommendations made are outlined below:

CHHP Recommendation 1: Retain Creekside Camping Precinct for low-key camping and caravan purposes.

CHHP Recommendation 2: Consider the removal of existing annual holiday vans within the Creekside Camping Precinct, subject to outcomes of the Social and Economic Impact process and any resulting strategies.

CHHP Recommendation 3: Establish a new camp kitchen adjoining the existing amenities building within the Creekside Camping Precinct.

CHHP Recommendation 4: Identify options for installation of appropriately designed and landscaped cabins adjoining the entry road within the Creekside Cabin Precinct.

CHHP Recommendation 5: Consider options to provide a mix of accommodation types along the Killick Creek frontage within the Creekside Cabin Precinct.

CHHP Recommendation 6: Retain the Oceanside Camping Precinct primarily for camping and caravan purposes.

CHHP Recommendation 7: Retain the Oceanfront Precinct as a low key camping and caravan area, whilst considering options to improve the physical and visual relationship between the Holiday Park and adjoining public domain pending outcomes and integration with the broader Public Domain Master Plan project. Consideration of any new cabins to be confirmed by the internal review process.

CHHP Recommendation 8: Reduce potential for visual impacts within the Oceanfront Precinct by combining amenities and camp kitchen facilities within the more central area of the Oceanside Camping Precinct.

CHHP Recommendation 9: Ensure that any proposed structures meet appropriate flood and coastal impact requirements, are relocatable for longer-term flexibility and to meet long term public open space needs.

CHHP Recommendation 10: Consider options for minor commercial activities, such as equipment hire and/or kiosk, as well as improved play spaces to benefit both the local community and Holiday Park visitors in line with current public domain master planning process.

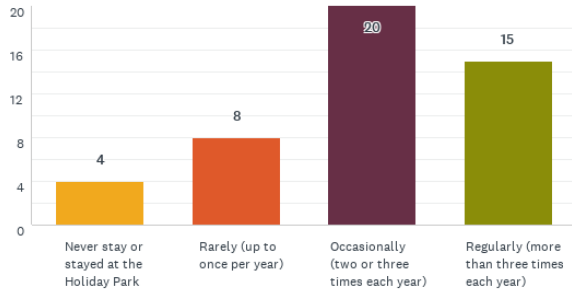
CHHP Recommendation 11: Future holiday park designs take into consideration the feedback themes and emerging design directions as outlined for the Crescent Head Holiday Park.

Appendix A – Community survey results - Grassy Head Holiday Park

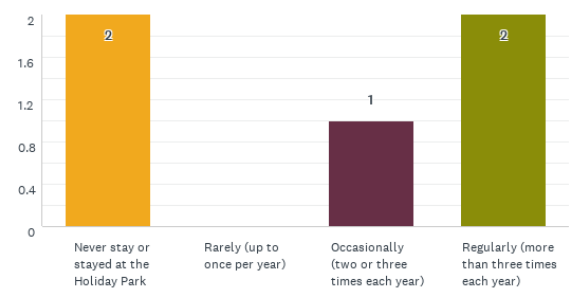
Grassy Head Community Survey – Graphed results

Q2 - Do you or your family or friends stay at the Grassy Head Holiday Park, and if so, how often?

All responses

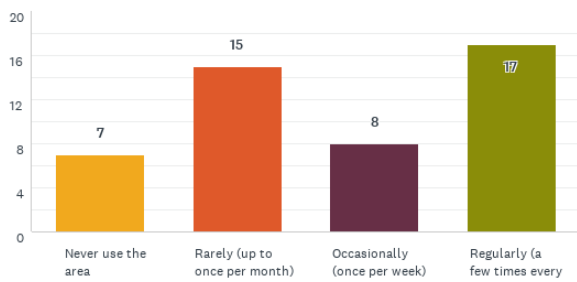


Local responses

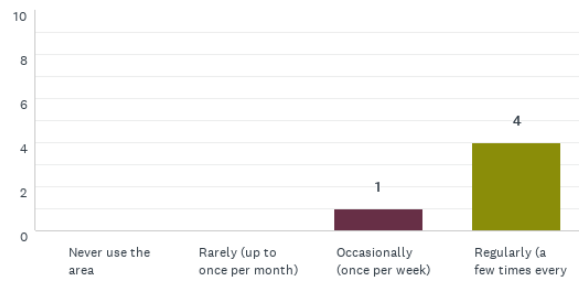


Q3 - Do you regularly use the area that surrounds the Grassy Head Holiday Park, and if so, how often?

All responses

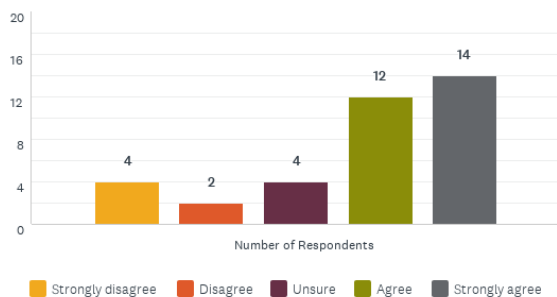


Local responses

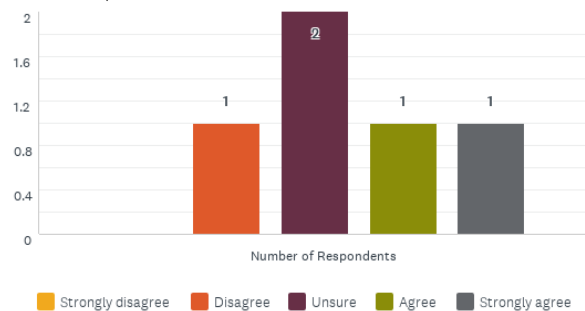


Q4 - Do you agree with the provision of new appropriately designed and landscaped cabins around the reception area / site entry at Grassy Head Holiday Park?

All responses

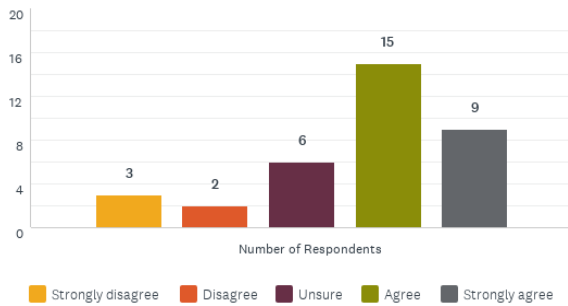


Local responses

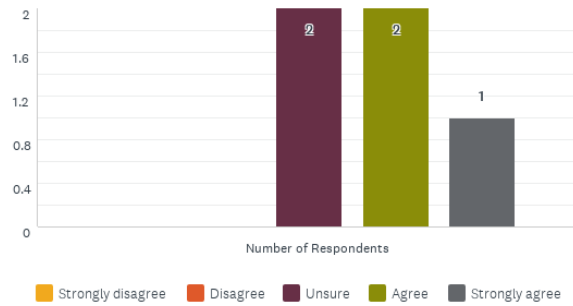


Q5 - Do you agree with the retention of annual holiday van sites in this precinct of the Grassy Head Holiday Park, though the layout of these many change to meet other needs?

All responses

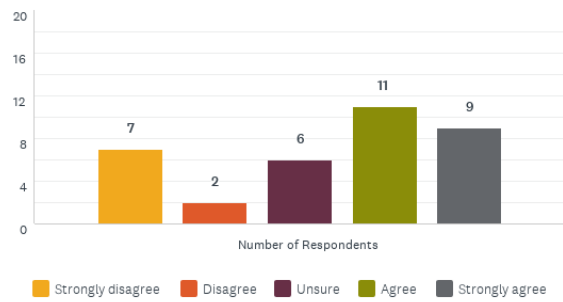


Local responses

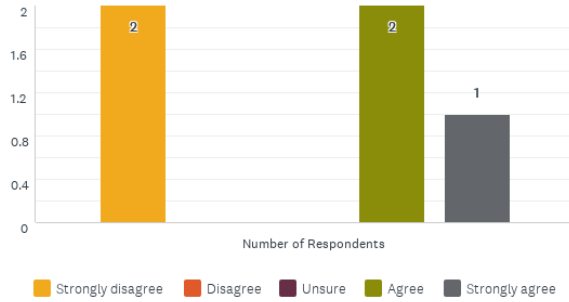


Q6 - Do you agree that the camping sites immediately adjoining the site entry of the Grassy Head Holiday Park could instead be used for annual holiday van sites?

All responses

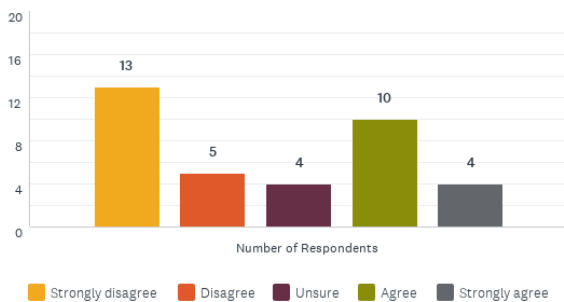


Local responses

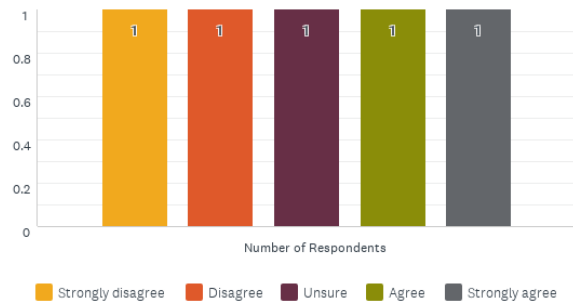


Q7 - Do you agree that annual holiday vans at the Grassy Head Holiday Park should be progressively replaced with 'tourist sites' to enable greater use throughout the year?

All responses

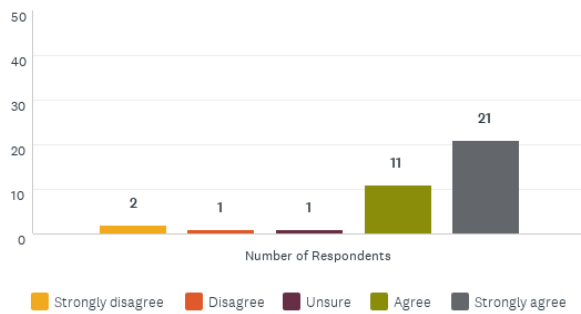


Local responses

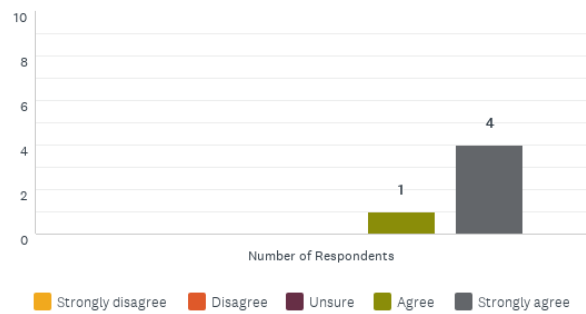


Q8 - Do you agree that the Beachside Precinct at Grassy Head Holiday Park should be generally retained as a low-key area caravan and camping purposes?

All responses

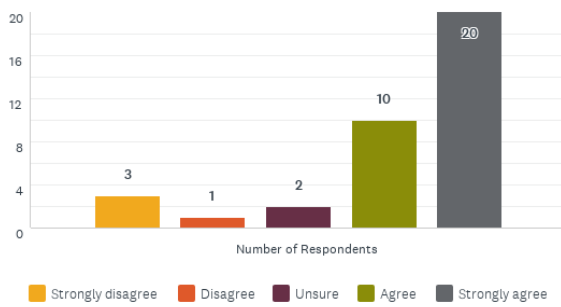


Local responses

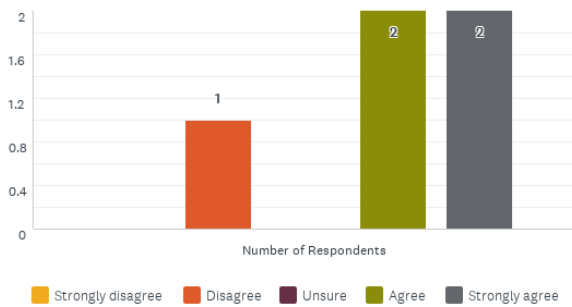


Q9 - Do you agree with the provision of a new, small camp kitchen within the Beachside Precinct at Grassy Head Holiday Park that adjoins the existing amenities building?

All responses

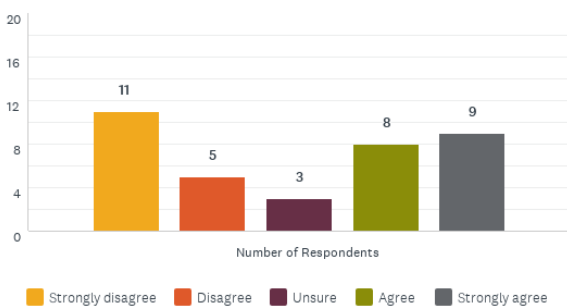


Local responses

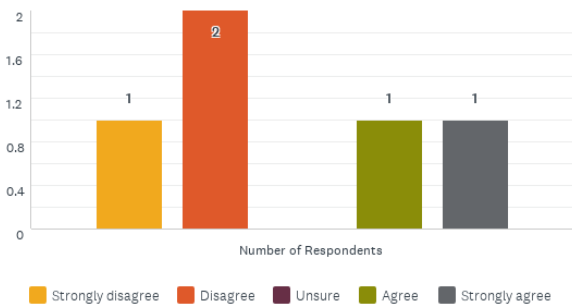


Q10 - Do you agree with the provision of a small number of new appropriately designed and landscaped safari tents within the Beachside Precinct at the Grassy Head Holiday Park?

All responses



Local responses

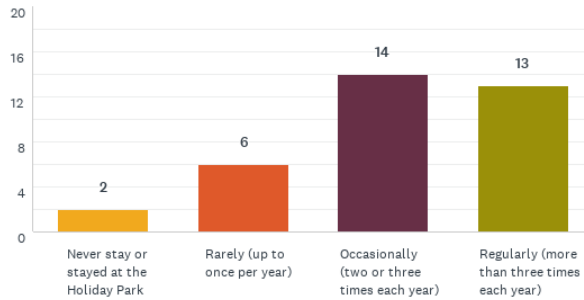


Appendix B – Community survey results - Stuarts Point Holiday Park

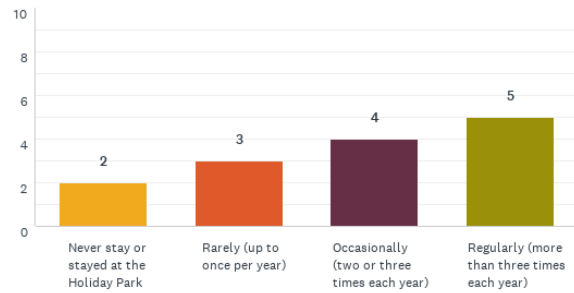
Stuarts Point Community Survey – Graphed results

Q2 - Do you or your family or friends stay at the Stuarts Point Holiday Park, and if so, how often?

All responses

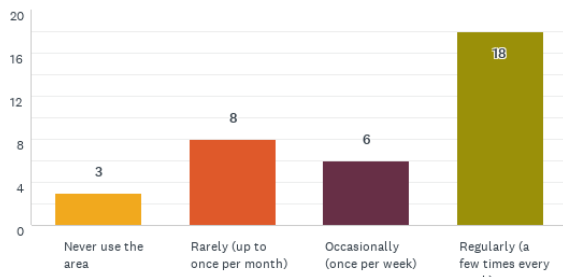


Local responses

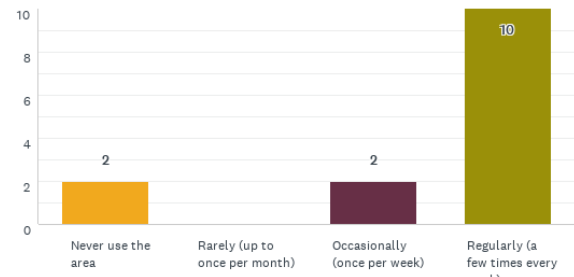


Q3 - Do you regularly use the area that adjoins and surrounds the Stuarts Point Holiday Park, and if so, how often?

All responses

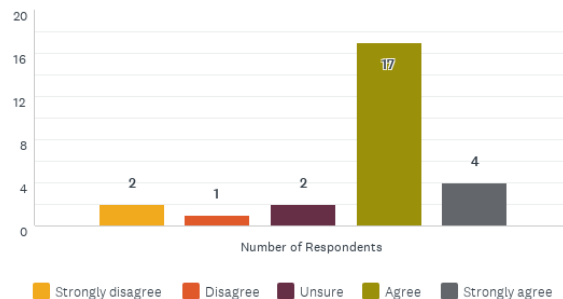


Local responses

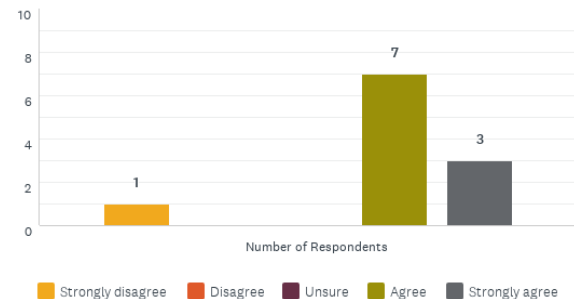


Q4 - Do you agree with the provision of additional new, appropriately designed and landscaped cabins or safari tents near the site entry at Stuarts Point Holiday Park?

All responses

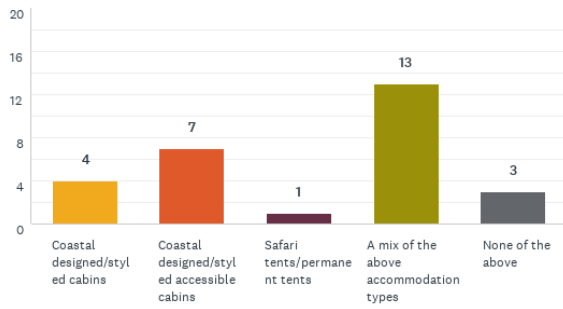


Local responses

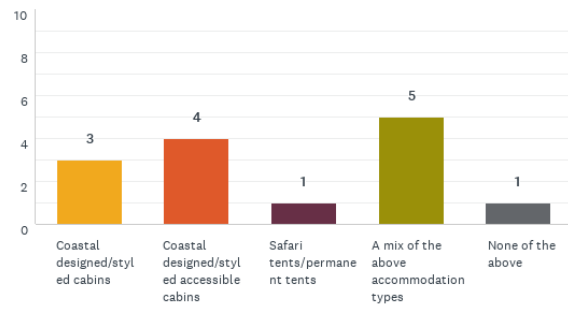


Q5 - What type of accommodation do you think would be most appropriate in this area?

All responses

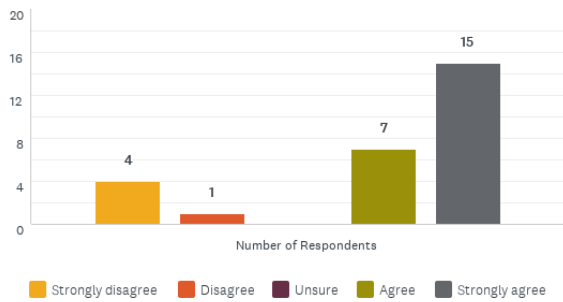


Local responses

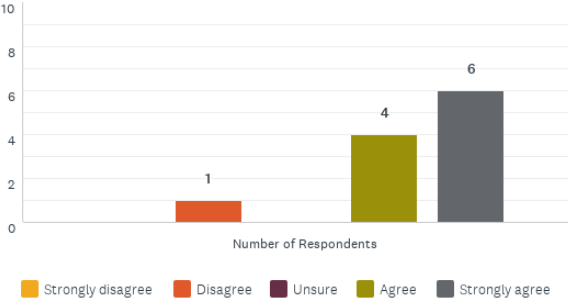


Q6 - Do you agree that the Riverside Precinct at Stuarts Point Holiday Park should be generally retained tourist precinct for caravan and camping purposes?

All responses

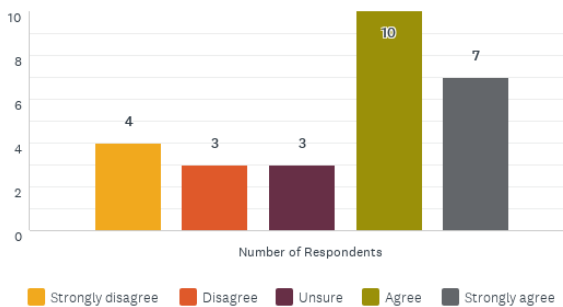


Local responses

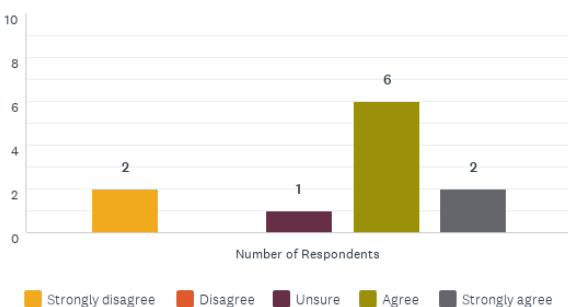


Q7 - Do you agree with the repositioning of the amenities block to provide space for new caravan / camping sites with high quality views in the Riverside Precinct of Stuarts Point Holiday Park?

All responses

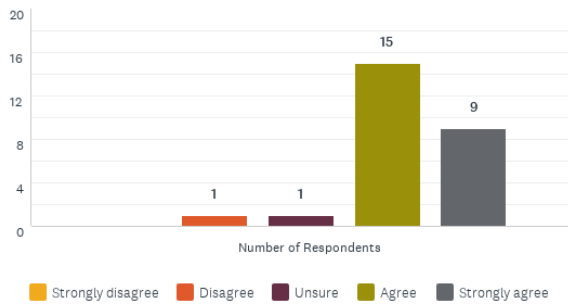


Local responses

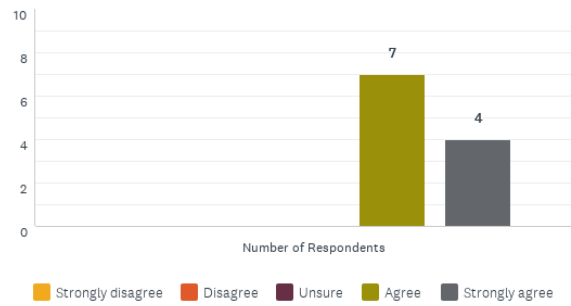


Q8 - Do you agree with the provision of a new, predominantly open style and small-scale camp kitchen along the foreshore within the Riverside Precinct at Stuarts Point Holiday Park?

All responses

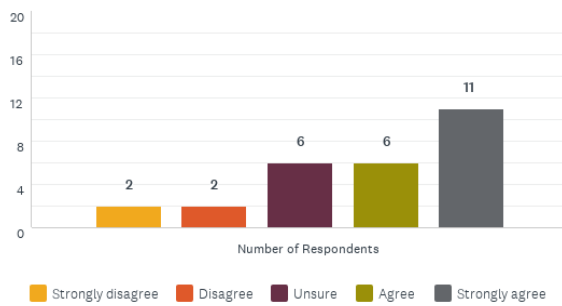


Local responses

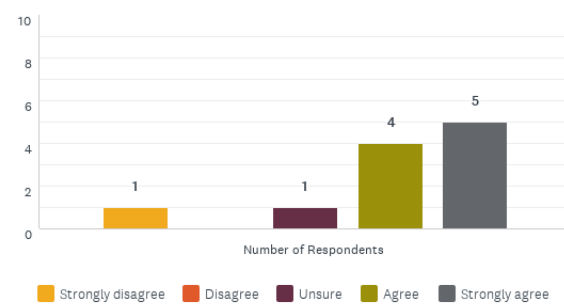


Q9 - Do you agree with the retention of annual holiday van sites in this Precinct of the Stuarts Point Holiday Park, with the allocation of new annual holiday van sites being made to replace those lost in the Riverside Precinct?

All responses

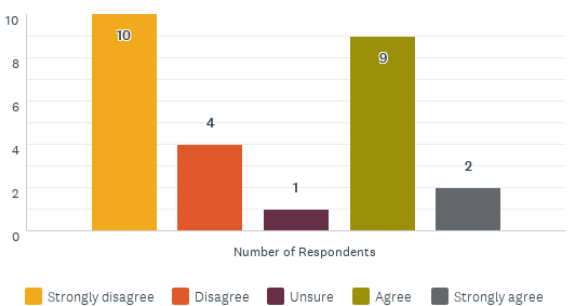


Local responses

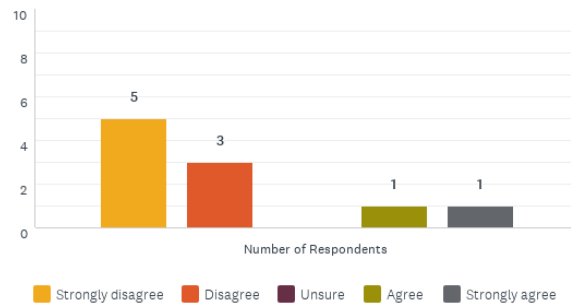


Q10 - Or, do you agree that any new sites in the Annuals / Holiday Precinct of the Stuarts Point Holiday Park, should be transitioned to being 'tourist sites' (used for caravan / camping)?

All responses



Local responses

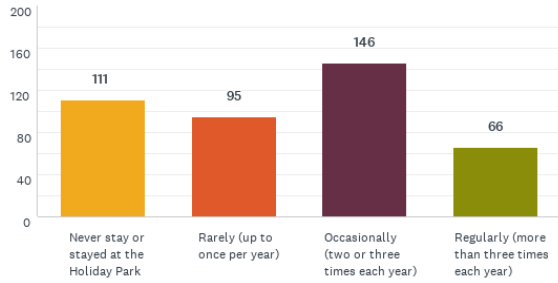


Appendix C – Community survey results - Horseshoe Bay Holiday Park

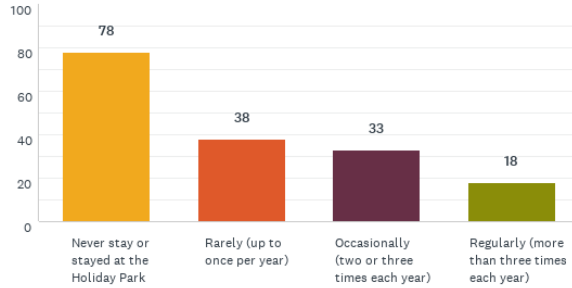
Horseshoe Bay / South West Rocks Community Survey – Graphed results

Q2 – Do you or your family or friends stay at the Horseshoe Bay Holiday Park, and if so, how often?

All responses

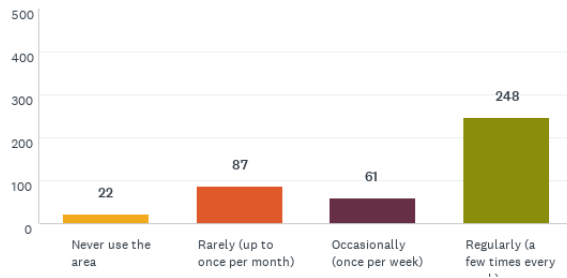


Local responses

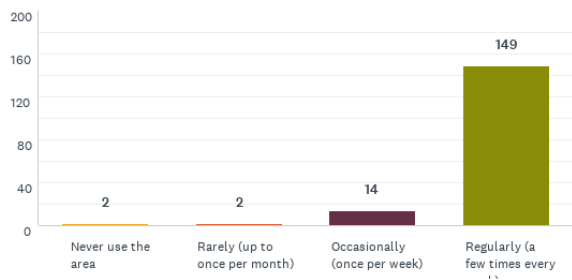


Q3 - Do you regularly use the area that surrounds the Horseshoe Bay Holiday Park, and if so, how often?

All responses

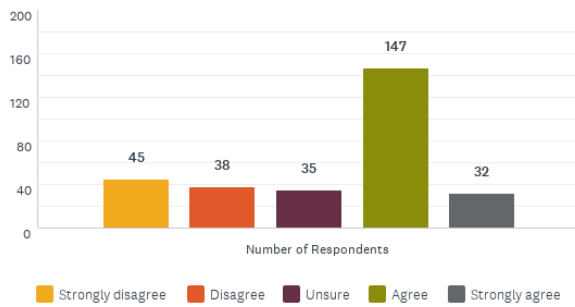


Local responses

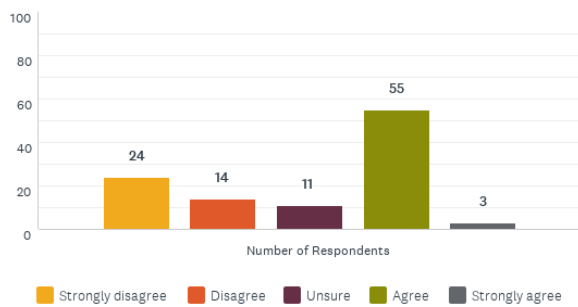


Q4 - Do you agree the provision of new appropriately designed and landscaped smaller style cabins is appropriate to replace the existing cabins at the site entry of the Horseshoe Bay Holiday Park?

All responses

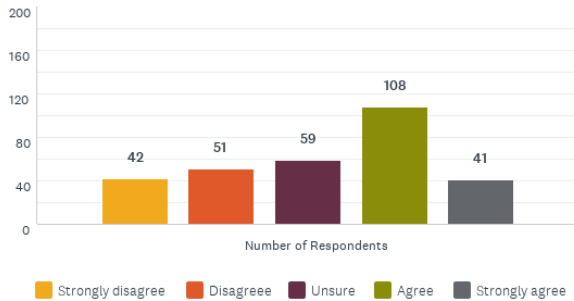


Local responses

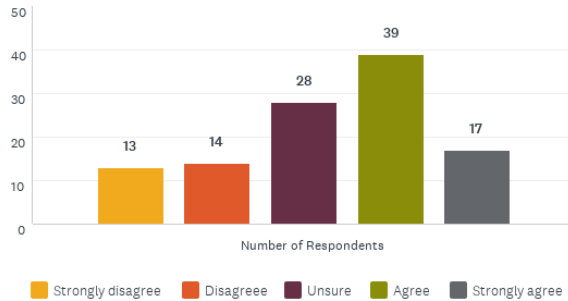


Q5 - Or, subject to detailed design, do you agree that the reception area may be better located in place of the existing cabins to enable safe and effective operation of the entry area of the Horseshoe Bay Holiday Park?

All responses

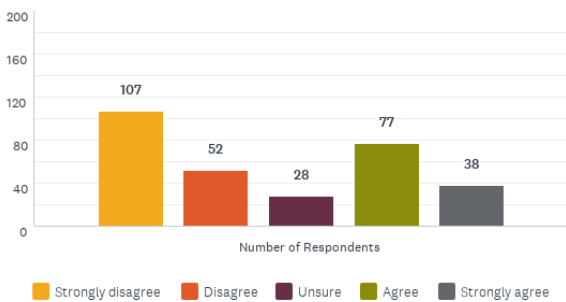


Local responses

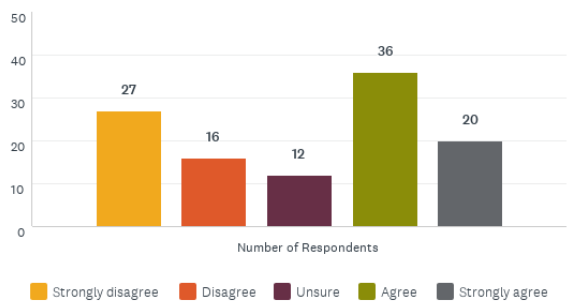


Q6 - Do you agree that replacement of the existing two-storey brick amenities building in the Parkside Precinct with single storey coastal designed studio cabins would benefit the Horseshoe Bay Holiday Park?

All responses

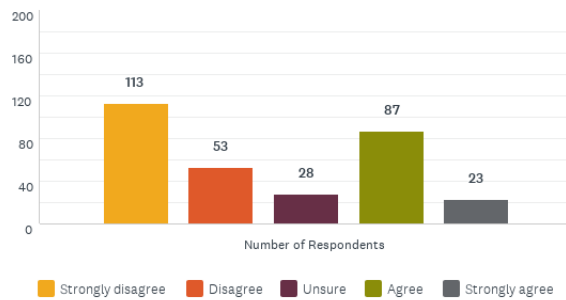


Local responses

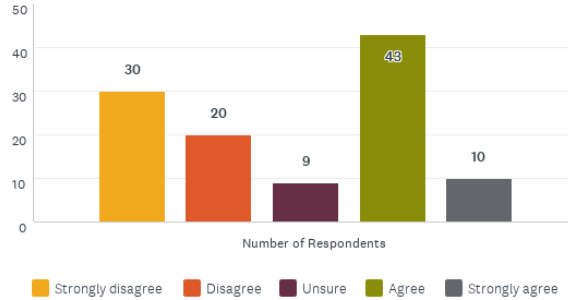


Q7 - Do you agree that the number of existing caravan / camping sites that back on to Livingstone Street / town centre could be slightly reduced and provided with small en-suite facilities to enable the amenities block to be removed in the Parkside Precinct of the Horseshoe Bay Holiday Park?

All responses

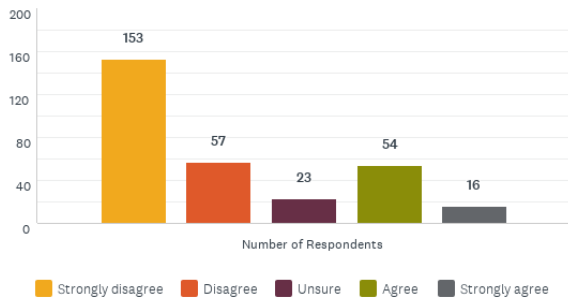


Local responses

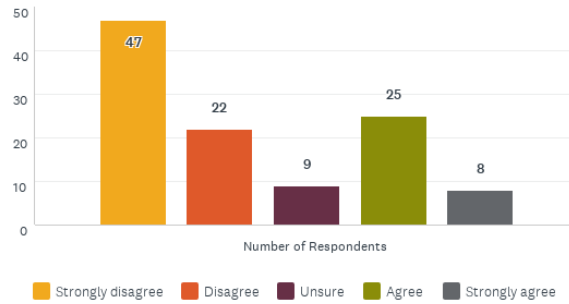


Q8 - Do you agree that some existing tourist caravan/camping sites adjoining the public park could be removed and replaced with a smaller number of coastal designed cabins within a landscaped setting, consistent with the existing adopted Holiday Park Master Plan from 2014, within the Parkside Precinct of the Horseshoe Bay Holiday Park?

All responses

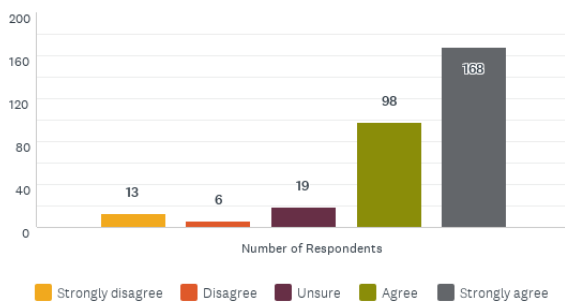


Local responses

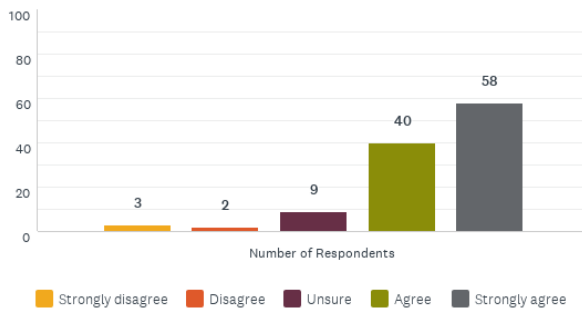


Q9 - Do you agree that the Creekview Precinct at Horseshoe Bay Holiday Park should be generally retained as a low-key area caravan and camping purposes?

All responses

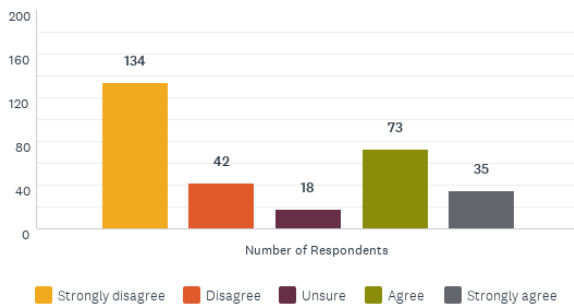


Local responses

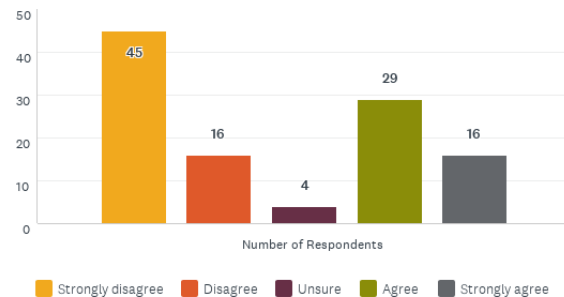


Q10 - Do you agree that some additional cabins overlooking Back Creek towards the southern end of the Creekview Precinct at Horseshoe Bay Holiday Park would be appropriate should cabins at the headland not proceed?

All responses

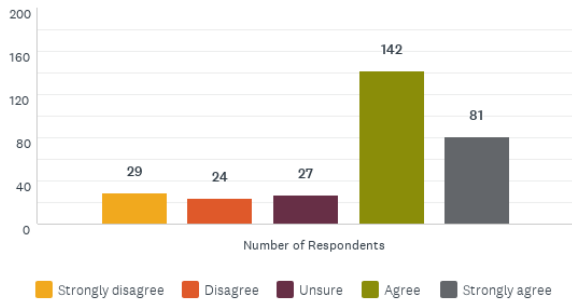


Local responses

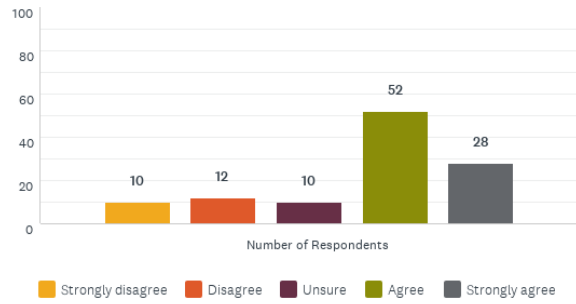


Q11 - Do you agree with the provision of a new, small camp kitchen that adjoins the existing amenities building within the Creekview Precinct at Horseshoe Bay Holiday Park?

All responses

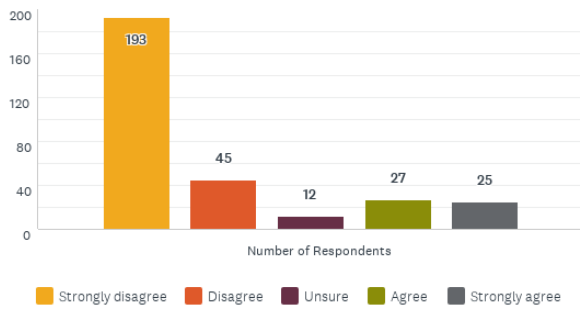


Local responses

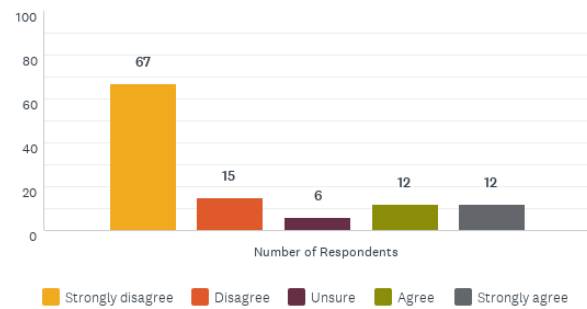


Q12 - Do you agree with the provision of well landscaped, low scale and high-quality 'coastal design' cabins within part of the Headland Precinct of the Horseshoe Bay Holiday Park?

All responses



Local responses

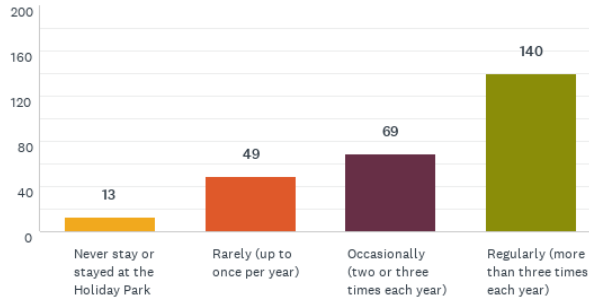


Appendix D – Community survey results - Hat Head Holiday Park

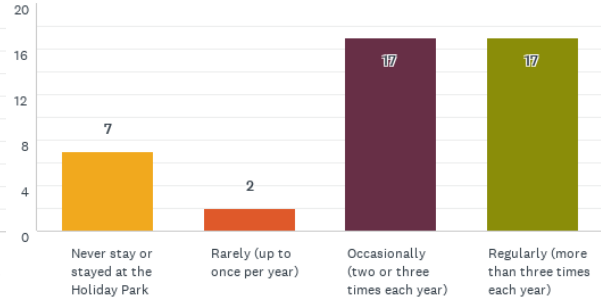
Hat Head Community Survey – Graphed results

Q2 – Do you or your family or friends stay at the Hat Head Holiday Park, and if so, how often?

All responses

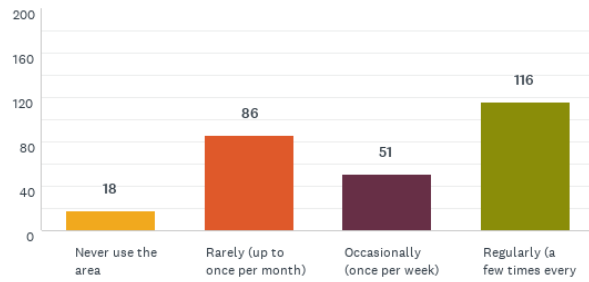


Local responses

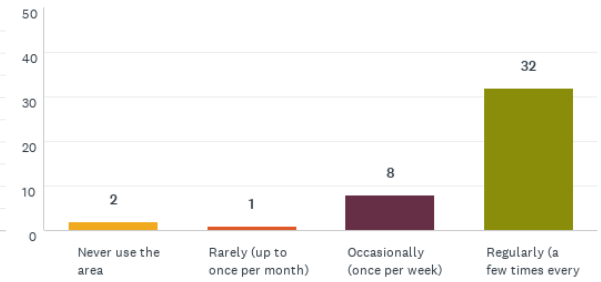


Q3 - Do you regularly use the area that adjoins and surrounds the Hat Head Holiday Park, and if so, how often?

All responses

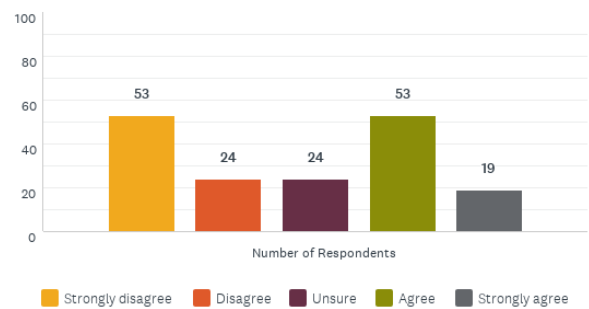


Local responses

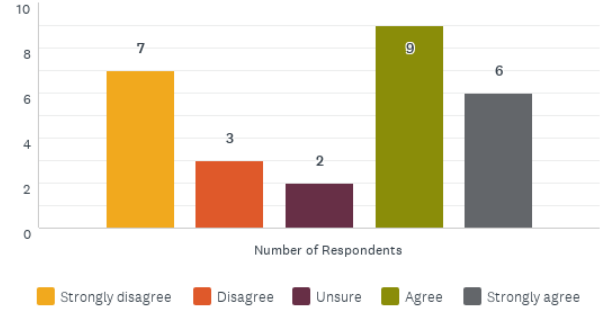


Q4 - Do you agree that a public access road to the north / beachside of the Hat Head Holiday Park would assist in reducing traffic conflict and increase foreshore access?

All responses

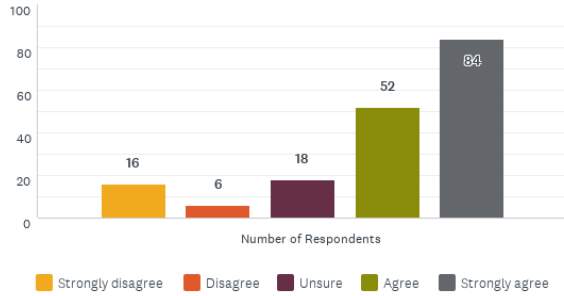


Local responses

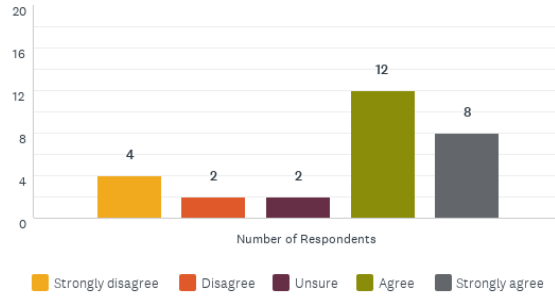


Q5 - Do you agree with the retention of annual holiday van sites in the Entry Precinct of the Hat Head Holiday Park?

All responses

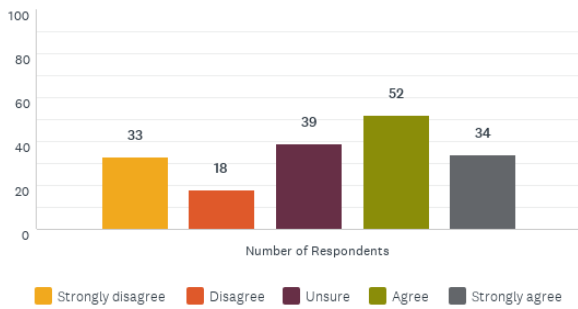


Local responses

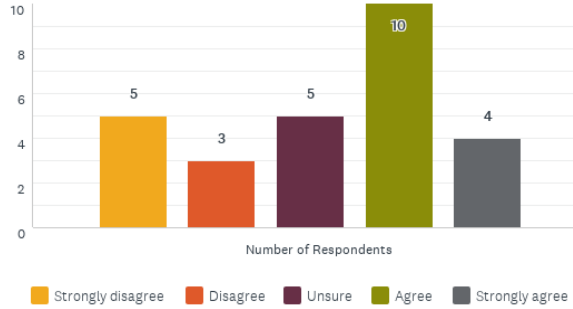


Q6 - Do you agree that some existing 'tourist sites' in the Entry Precinct could be re-allocated as annual holiday van sites should these be removed from other precincts?

All responses

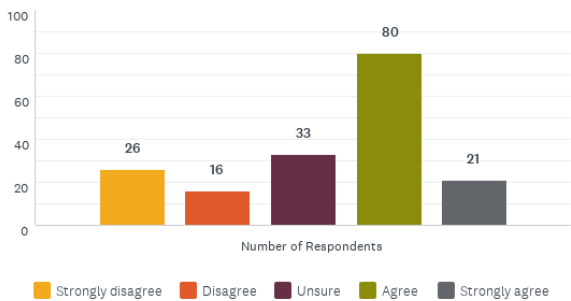


Local responses

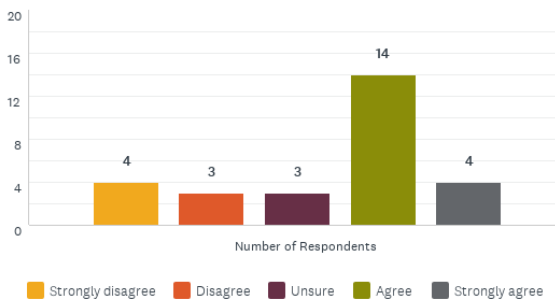


Q7 - Do you agree that the camping sites could be created along the western boundary of the site within the Entry Precinct at the Hat Head Holiday Park?

All responses

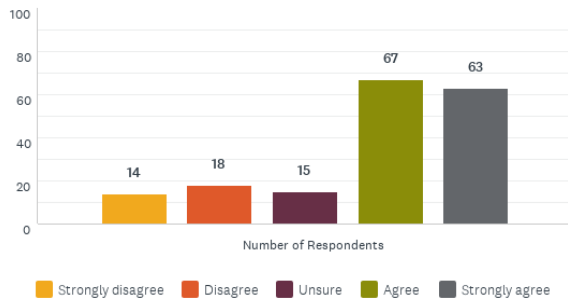


Local responses

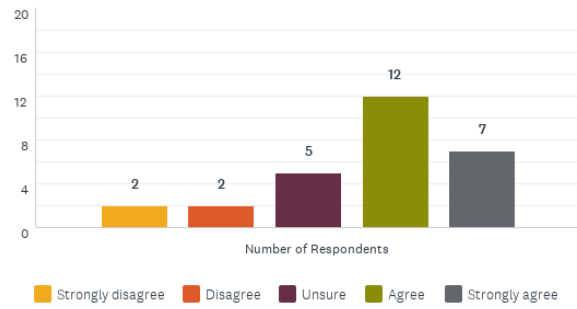


Q8 - Do you agree that the Creekside South Precinct at Hat Head Holiday Park should be generally retained as a low-key area caravan and camping purposes?

All responses

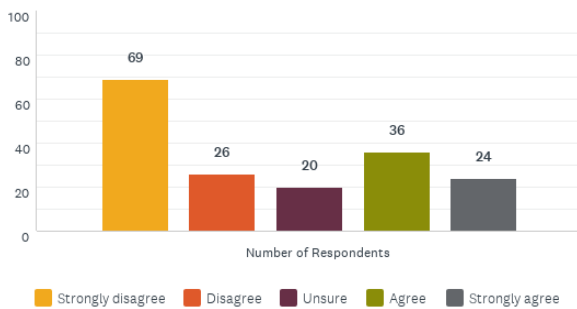


Local responses

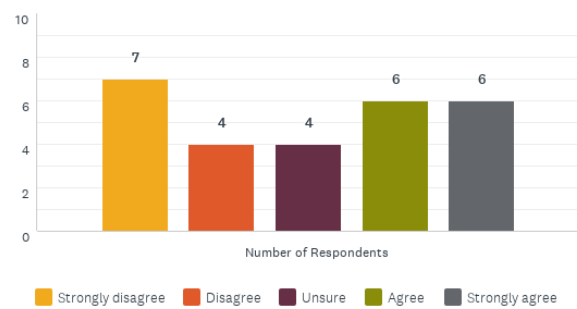


Q9 - Do you agree that over time, the number of annual holiday van sites in the Creekside South Precinct of the Hat Head Holiday Park should be transitioned to being tourist sites for caravan / camping?

All responses

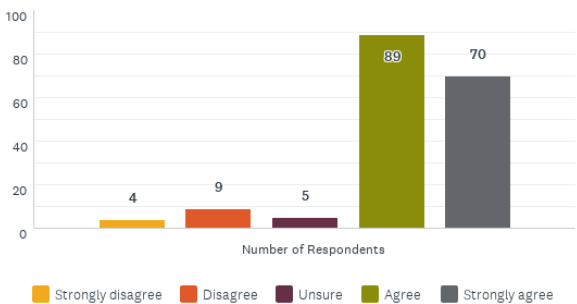


Local responses

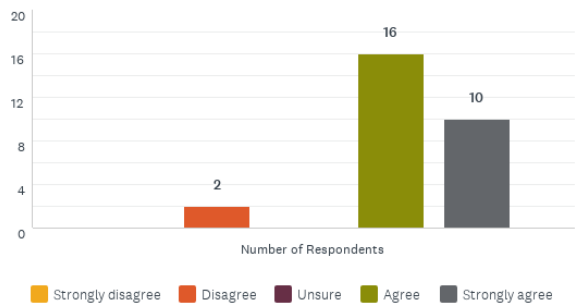


Q10 - Do you agree that the Creekside East Precinct at Hat Head Holiday Park should be generally retained as a low-key area caravan and camping purposes?

All responses

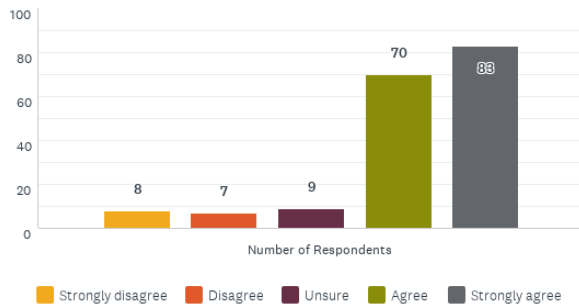


Local responses

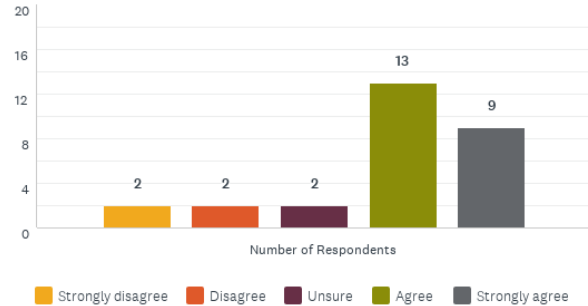


Q11 - Do you agree with the provision of a new camp kitchen within the Creekside East Precinct at Hat Head Holiday Park that adjoins the existing amenities building?

All responses

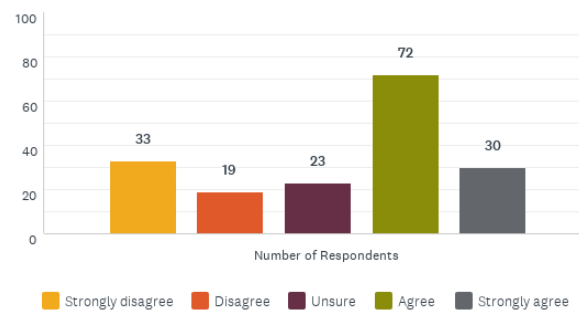


Local responses

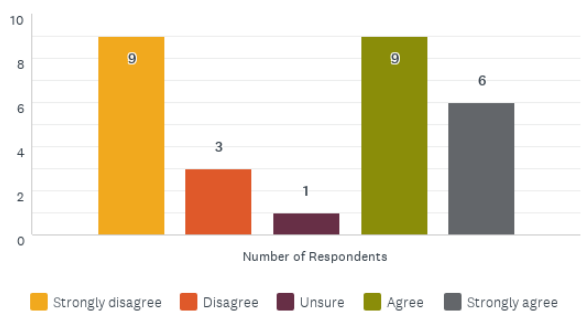


Q12 - Do you agree with the provision of a small number of additional new appropriately designed and landscaped cabins within the Creekside East Precinct at the Hat Head Holiday Park that are grouped near the existing cabins?

All responses

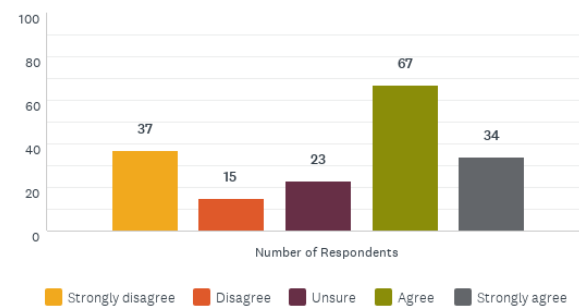


Local responses

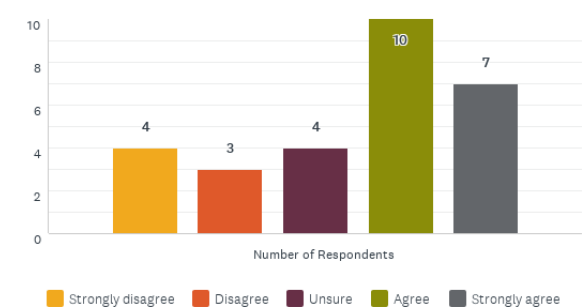


Q13 - Do you agree that a pedestrian pathway and additional car parking on the access road to the boat ramp would provide separation of vehicle from the camping area maintaining public access to the footbridge through the Creekside East Precinct of the Hat Head Holiday Park?

All responses

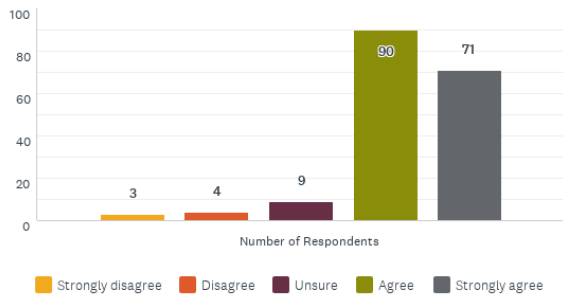


Local responses

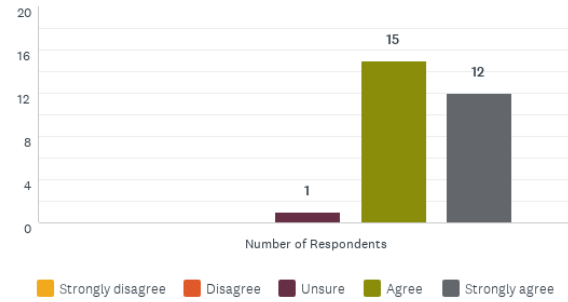


Q15 - Do you agree that the Beachside Precinct at Hat Head Holiday Park should be generally retained as a low-key area caravan and camping purposes?

All responses

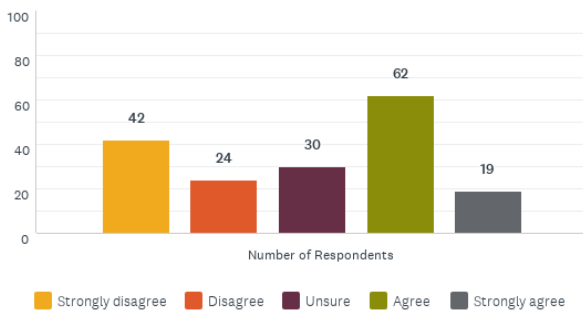


Local responses

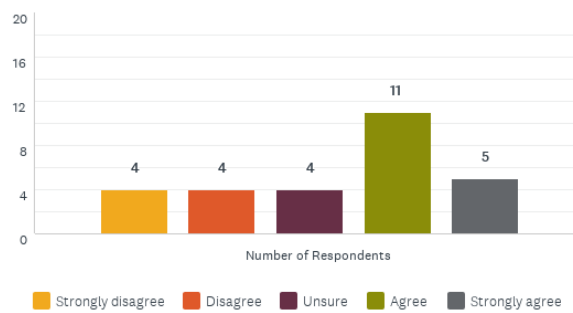


Q16 - Do you agree that that some changes to the layout of camping and caravan sites may be needed and that these may be more formalised with internal access roads in the Beachside Precinct at Hat Head Holiday Park?

All responses



Local responses

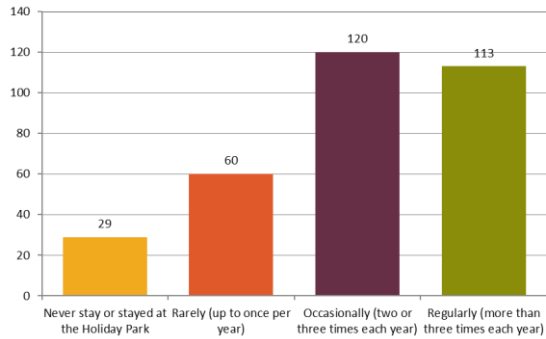


Appendix E – Community survey results - Crescent Head Holiday Park

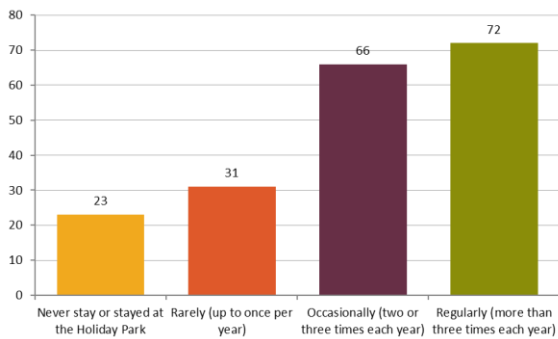
Crescent Head Community Survey – Graphed results

Q2 – Do you or your family or friends stay at the Crescent Head Holiday Park, and if so, how often?

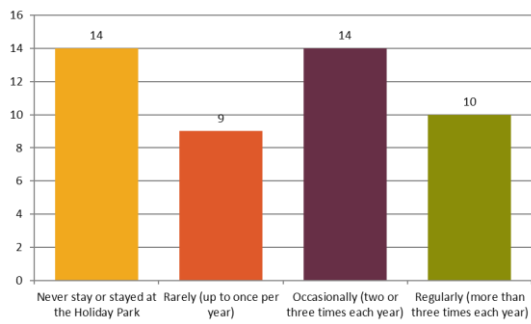
All responses



All responses (without 130 responses from single IP address)

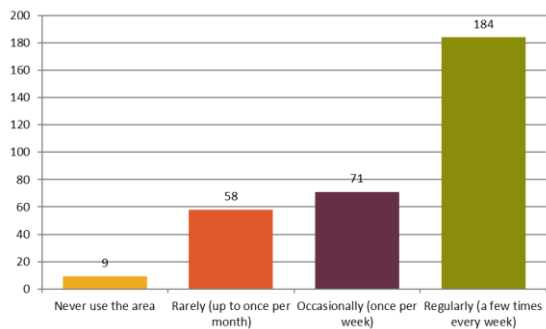


Local responses (without 130 responses from single IP address)

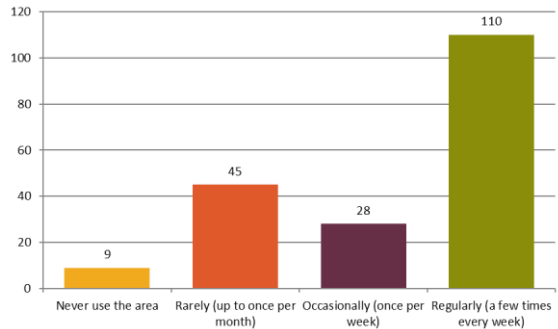


Q3 – Do you regularly use the area that surrounds the Crescent Head Holiday Park, and if so, how often?

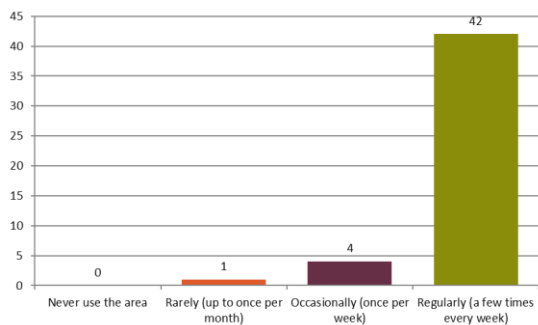
All responses



All responses (without 130 responses from single IP address)

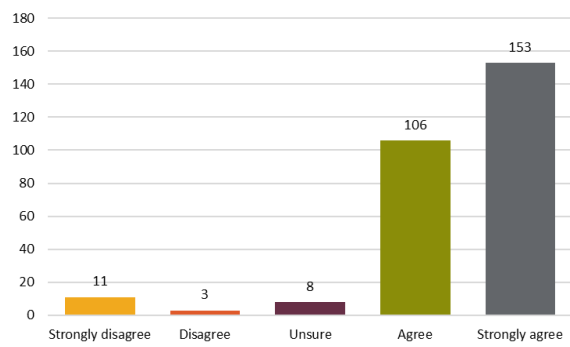


Local responses (without IP address)

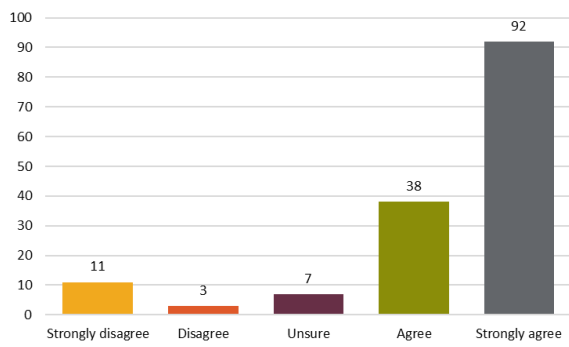


Q4 – Do you agree that the Creekside Camping Precinct should be generally retained for caravan and camping purposes?

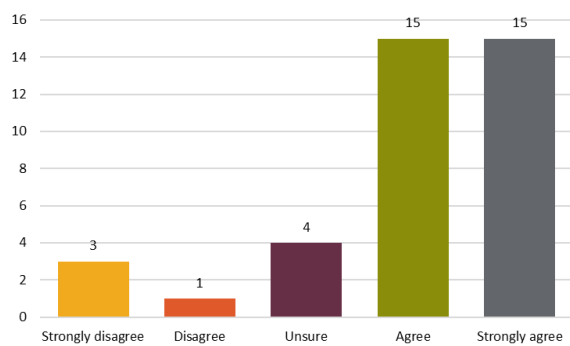
All responses



All responses (without 130 responses from single IP address)

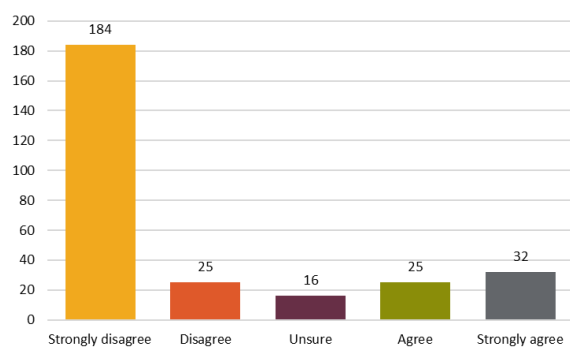


Local responses (without 130 responses from single IP address)

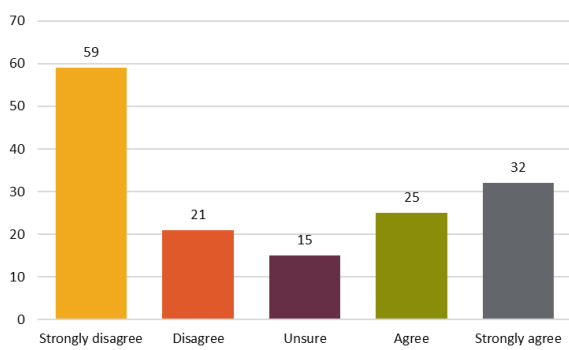


Q5 – Do you agree that annual holiday vans should be replaced within the Creekside Camping Precinct with visitor sites to enable greater use throughout the year?

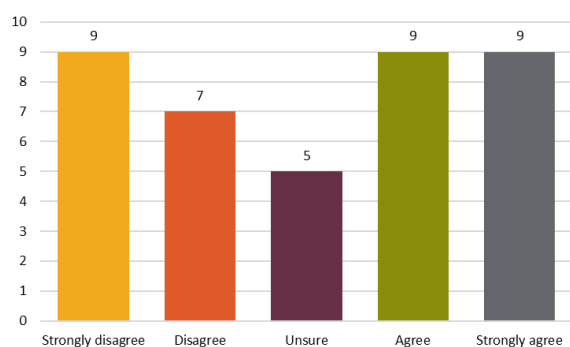
All responses



All responses (without 130 responses from single IP address)

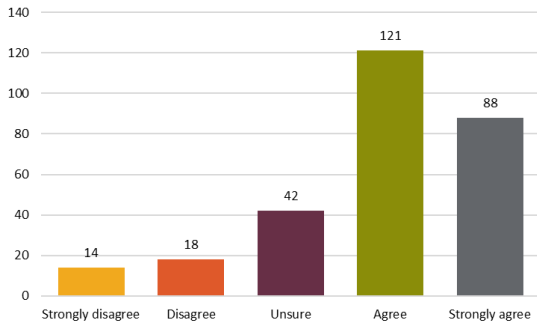


Local responses (without 130 responses from single IP address)

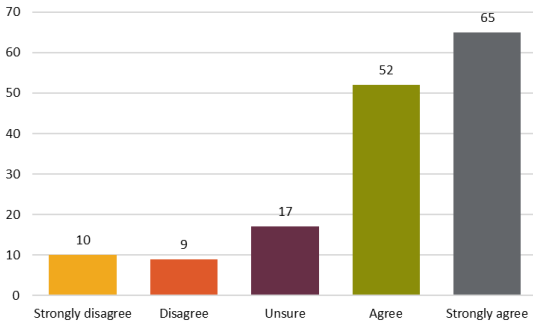


Q6 - Do you agree with the provision of a new camp kitchen and associated facilities within the Creekside Camping Precinct adjoining the existing amenities building?

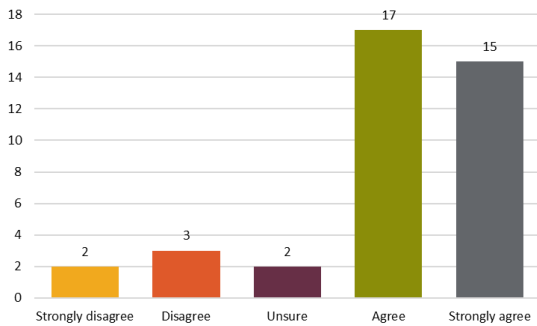
All responses



All responses (without 130 responses from single IP address)

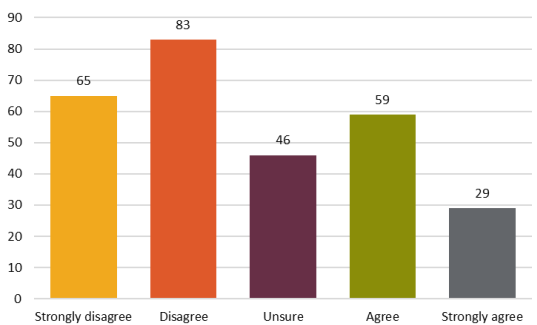


Local responses (without 130 responses from single IP address)

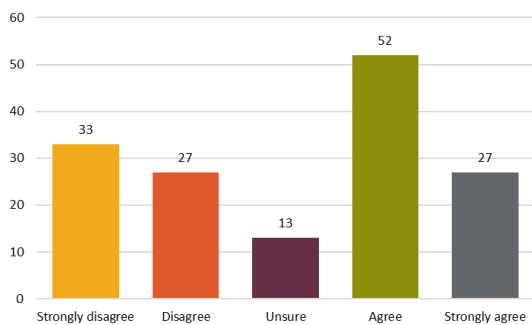


Q7 - Do you agree that the provision of new appropriately designed and landscaped smaller style cabins is appropriate on the entry road to improve the visual appearance of the Crescent Head Holiday Park and to increase the quality of accommodation for guests?

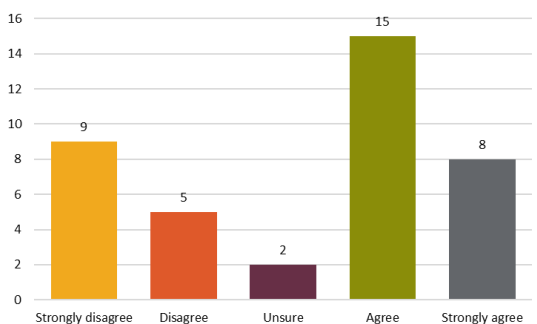
All responses



All responses (without 130 responses from single IP address)

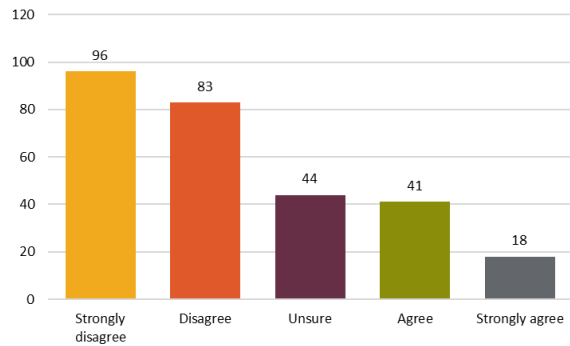


Local responses (without 130 responses from single IP address)

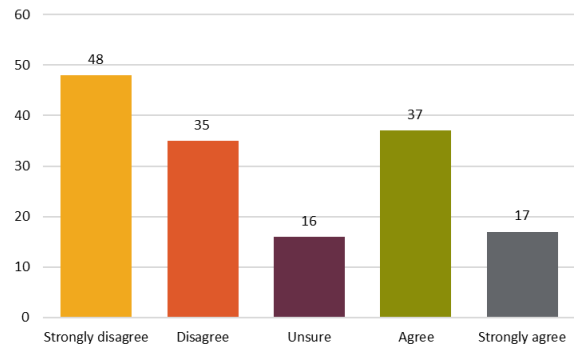


Q8 – Do you agree with the provision of new appropriately designed and landscaped cabins or safari tents along the creek area between the existing cabins and recently constructed public toilets?

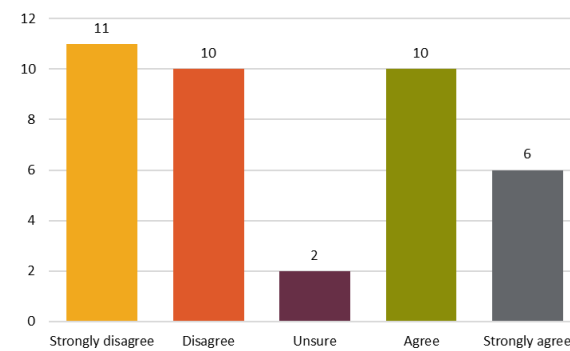
All responses



All responses (without 130 responses from single IP address)

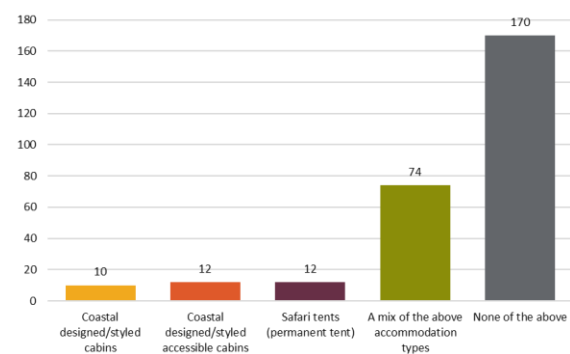


Local responses (without 130 responses from single IP address)

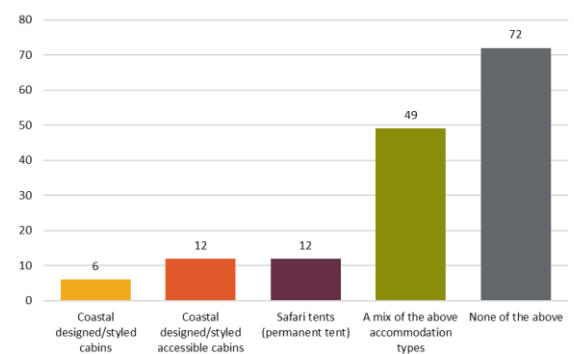


Q9 – What type of accommodation do you think would be most appropriate in this area?

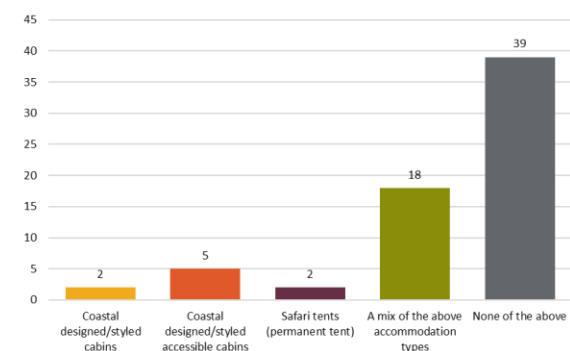
All responses



All responses (without 130 responses from single IP address)

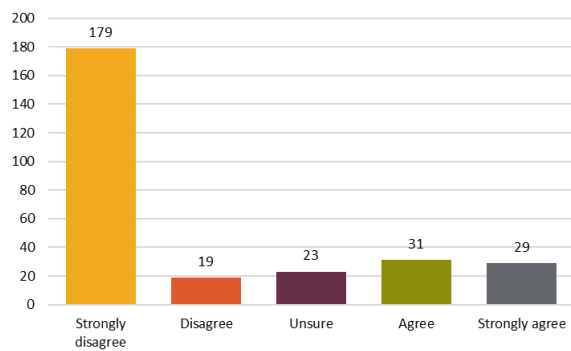


Local responses (without 130 responses from single IP address)

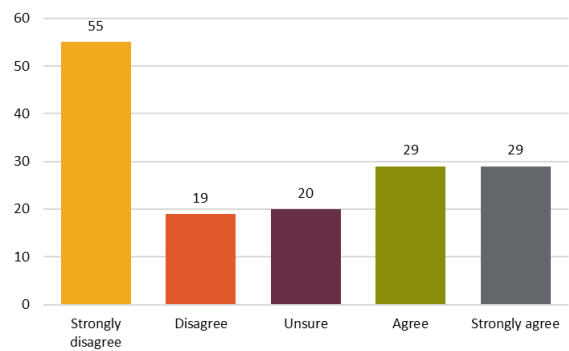


Q10 – Do you agree that in the Creekside Camping Precinct, annual holiday vans should be replaced with tourist sites to enable greater use throughout the year?

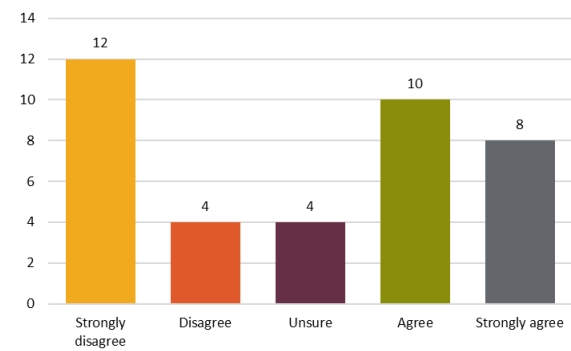
All responses



All responses (without 130 responses from single IP address)

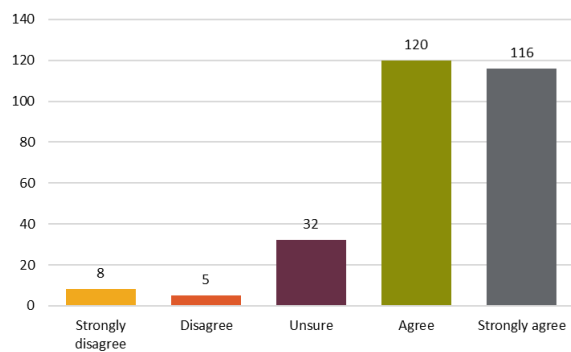


Local responses (without 130 responses from single IP address)

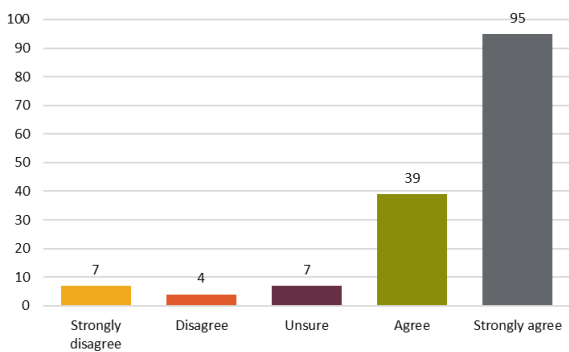


Q11 – Do you agree that the Oceanside Camping Precinct should be generally retained for caravan and camping purposes?

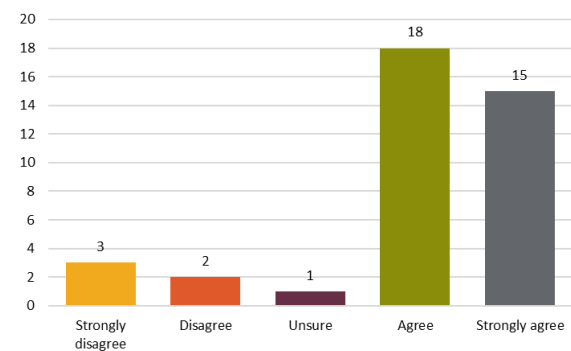
All responses



All responses (without 130 responses from single IP address)

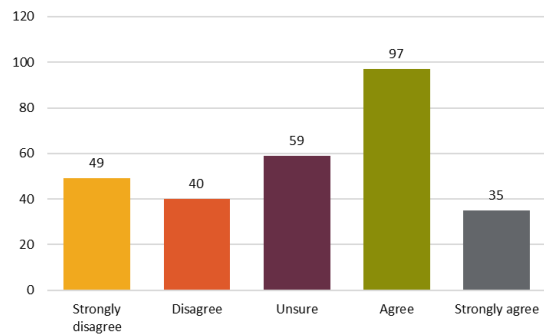


Local responses (without 130 responses from single IP address)

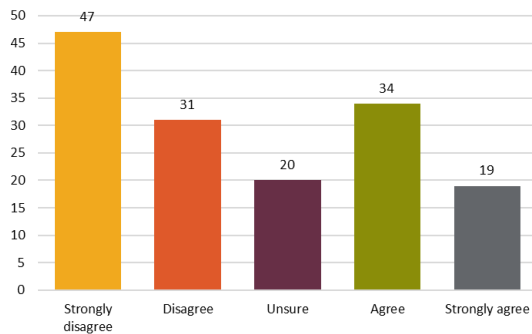


Q12 – Do you agree that a new well designed and landscaped precinct for cabins is appropriate for this area to provide an improved interface between the Holiday Park and public domain whilst increasing the quality and offering of accommodation at the Holiday Park?

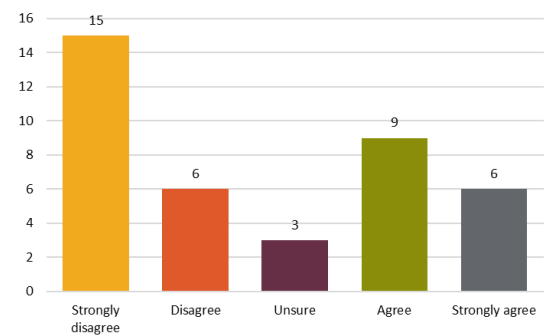
All responses



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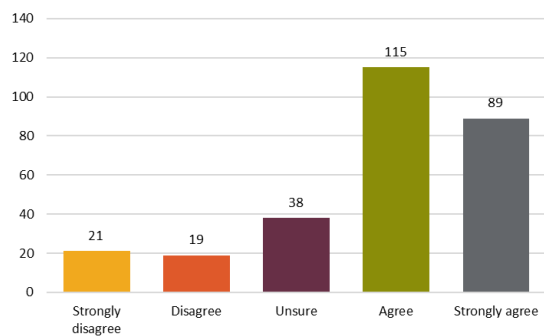


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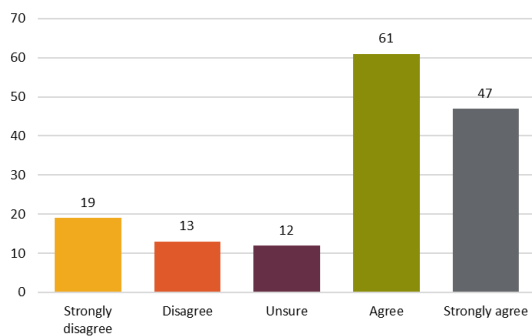


Q13 – Do you agree that a camp kitchen for all Crescent Head Holiday Park guests, again being well designed and landscaped, would be appropriate for this area as part of providing an improved interface between the Holiday Park and public domain?

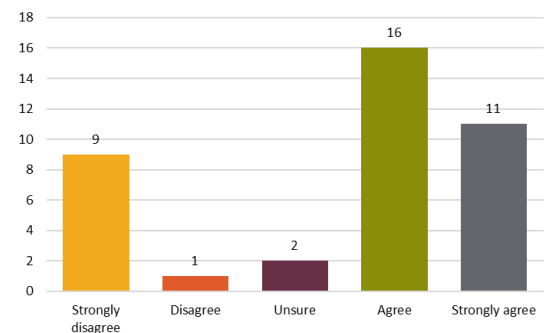
All responses



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